

027
T298R
1968/69

THE UNIVERSITY OF TENNESSEE LIBRARY HOLDINGS

As of June 30, 1969

Cataloged Volumes

KNOXVILLE

Main Library General Collection	572,452
Agriculture Library	28,709
Agriculture Experiment Station Library	24,416
Biology Library	24,685
Business Administration Library	14,090
Education Library	32,234
Engineering Library	28,142
Law Library	81,439
Music Materials Center	7,030
Science Library	48,451
Special Collections Library	14,671
Undergraduate Library	84,359
	960,678

EXTENSION CENTERS

Knoxville Extension Library	7,209
Memphis Downtown Center Library	7,442
Nashville Center Library	JUN 12 1972
MARTIN DIVISION	30,833
MEMPHIS DIVISION, MEDICAL UNITS	72,720
SPACE INSTITUTE, Tullahoma	80,838
MEMORIAL RESEARCH CENTER & HOSPITAL	4,492
	5,301

1,169,513

Manuscripts

Special Collections Library, 465,038 Space Institute Library, 500
Total, 465,538

Audio-Visual Materials

	Microfilm	Other	Recordings	Tapes
	Reels	Microtext		
Knoxville	17,830	181,150		303
Martin	2,060	2,642	1,475	39
Memphis Medical Units	105			
Memphis Extension			33	50
Nashville Extension			189	
Tullahoma Space Inst.	41	13,000		
Music Materials Cent.	10		3,900	350
<u>Totals</u>	<u>20,046</u>	<u>196,792</u>	<u>5,597</u>	<u>742</u>

Other Materials

Congressional hearings, Knoxville	19,839
Other federal and state materials	95,985
(Knoxville: 56,400; Martin: 39,585)	
Gov't and industrial research technical reports, Tullahoma	12,000
Telephone directories, Knoxville	249
College catalogs: Knoxville 970; Tullahoma 80	1,050
Musical scores, Music Materials Center, Knoxville	2,000

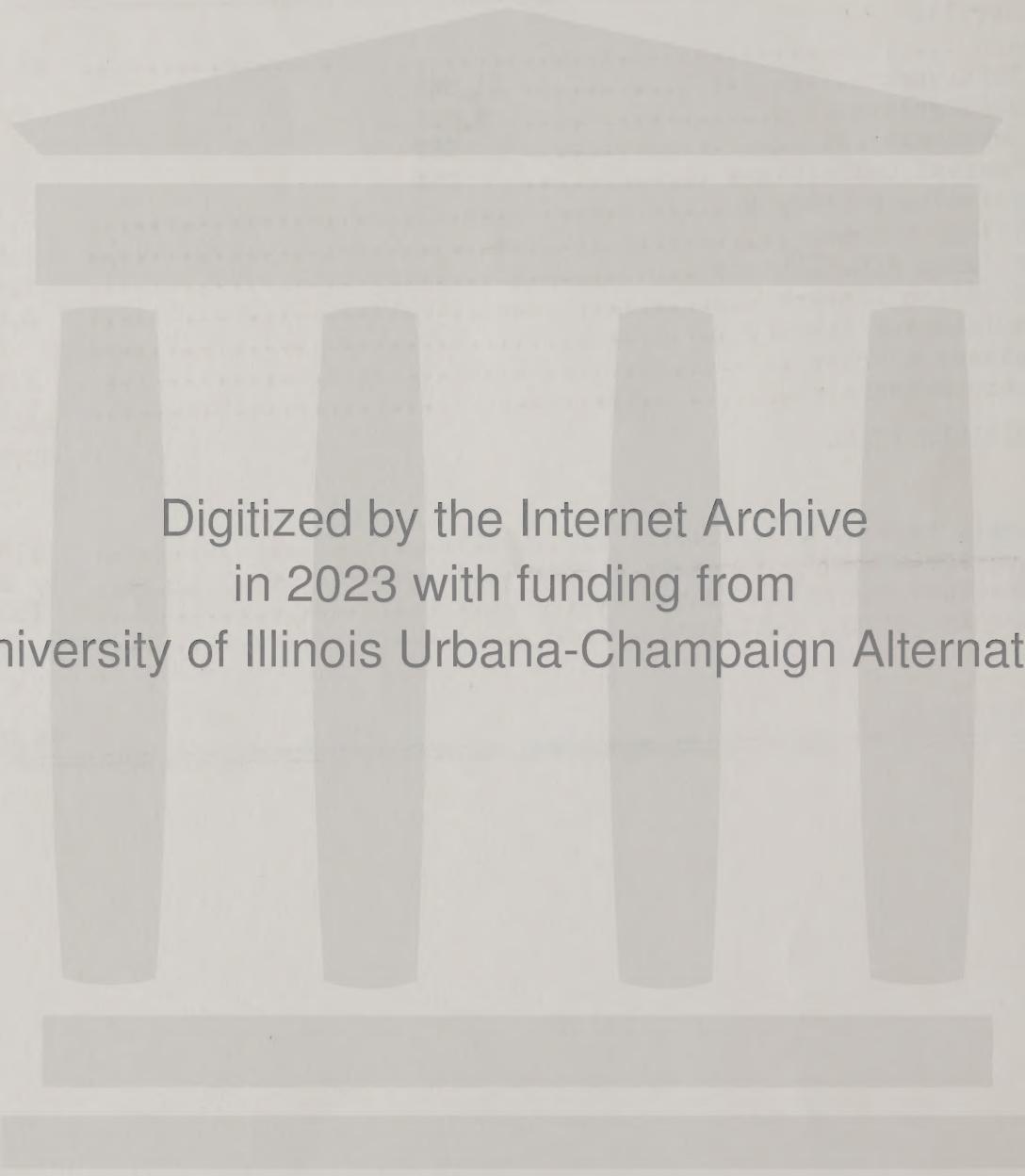
JUN 29 1972

REFERENCE QUESTIONS ANSWERED

1968/69

Knoxville

Main	22,603
Reference	11,961
Undergraduate	9,821
Documents	587
Special Collections	234
Agriculture Library	2,196
Biology Library	1,910
Business Adm. Library	1,467
Education Library	3,043
Engineering Library	881
Science Library	1,981
Music Materials	<u>1,500</u>
KNOXVILLE TOTAL	35,581
Memphis Medical	6,861
Extension--Memphis Downtown Center	275
Extension--Nashville Center	1,200
Space Institute, Tullahoma	<u>100</u>
GRAND TOTAL	44,017



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CIRCULATION OF BOOKS

1968/69

Library	Personal	Reserve	Interlibrary Loans		Totals
			Lent	Borrowed	
Main Library					
Circulation Loan Desk	170,884				170,884
Interlibrary Loan			6,036	2,189	8,225
Undergraduate	132,886	81,316			214,202
Special Collections	4,897				4,897
Documents	2,090				2,090
MAIN LIBRARY TOTALS	310,757	81,316	6,036	2,189	400,298
Agriculture Library	12,911	6,917	375	5	20,208
Biology Library	16,121	1,560	1,446		19,127
Business Adm. Library	11,388	23,544	273	16	35,221
Education Library	45,069	23,699	171		68,939
Engineering Library	15,862	7,743	791	512	24,908
Science Library	14,646	6,433	668	251	21,998
KNOXVILLE TOTALS	426,754	151,212	9,760	2,973	590,699
Martin	40,922	36,588	17	66	77,593
Memphis Medical Units	177,064	12,923	4,050	826	194,863
Extension, Nashville	7,495	2,504	3	46	10,048
Extension, Memphis	807	29	15		851
Space Institute	3,700	325	320	41	4,386
Music Materials	2,000	10,000	25	100	12,125
GRAND TOTALS	658,742	213,581	14,190	4,052	890,565

CATALOGING
1968/69

Library	Vols. in Library 6/30/68	Volumes Added 1968/69	Volumes Transferred		With- drawn	Total Volumes 6/30/69
			To	From		
General Collection	535,089	33,905	4119	116	545	572,452
Undergraduate	71,195	13,602	13	78	373	84,359
Special Collections	13,702	925	52	7	1	14,671
Agriculture	26,446	2,293	15	2	43	28,709
Agric. Exp. Station	24,004	412	14	-	14	24,416
Biology	22,549	2,122	24	1	9	24,685
Business Adm.	18,114	1,100		4015	1110	14,090
Education	29,638	2,806	26	36	200	32,234
Engineering	26,442	1,998	6	212	92	28,142
Law	76,901	4,399	194	-	55	81,439
Music	6,215	815	-	-	-	7,030
Science	44,877	3,785	9	6	214	48,451
Knoxville Totals	895,172	68,162	-	-	2,656	960,678
Martin	61,823	11,209	-	-	312	72,720
Memphis	76,332	4,661	-	-	155	80,838
Extension--						
Knoxville	7,265	294	-	-	350	7,209
Nashville	20,330	10,539	-	-	36	30,833
Memphis	6,163	1,324	-	-	45	7,442
Mem. Research Ctr.	4,101	1,200	-	-	-	5,301
Space Institute	3,724	768	-	-	-	4,492
GRAND TOTALS	1,074,910	98,157	-	-	3,554	1,169,513

Full-Time Personnel*
and
Hourly Assistance
1968/69

ITEM	Knoxville	Martin	Memphis Med.	Extension		Mem. Res.	Space Inst.	Music Materials	Chatta- nooga	Total
				Knox.	N'ville					
Personnel	36	11.75	9.40	1	5.10	1	.60	1	9	74.85
Librarians										
Clerical and										
supporting										
Total	103	15	9	1	7	1.20	—	—	3.50	140.70
Hours of student assistance	139	26.75	18.40	2	12.10	2.20	1	.60	1	12.50
Hours of other	46,909	9,150	4,784							215.55
		3,987	8,699		7,103			3,560		64,403
								500		20,289

*Fall, 1969

Periodical and Serial Titles Received *
1968/69

Item	Knoxville	Martin	Memphis Medical Units	Extension Division			UTMRCH	Space Insti- tute	Music Mater- ials	Totals
				Knoxville	Nashville	Memphis				
Periodicals	7,988	935	1,373	26	571	45	224	165	**	11,327
Other Serials	9,337						25	38	**	9,770

*Excluding duplicates

**Included in "Knoxville" totals

LIBRARY EXPENDITURES, 1968/69

Total institutional expenditures for educational and general: \$71,834,094. Per cent spent on library: 3.26

Item	Knoxville	Martin	Memphis Medical Units	Extension Division		UTMRCH	Space Insti- tute	Music Mater- ials	Totals
				Knoxville	Nashville				
Personal Services									
Salaries	705,770	131,837	96,268	16,900	47,115	9,900	8,466	7,036	5,500
Wages	<u>60,982</u>	<u>16,832</u>	<u>19,838</u>	<u>500</u>	<u>14,653</u>				<u>2,000</u>
Totals	766,752	148,669	116,106	17,400	61,763	9,900	8,466	7,036	7,500
Library Materials									
Books	516,004	72,058	26,852	800	71,467	9,255	5,863	702,299	
Periodicals	<u>139,641</u>	<u>17,652</u>	<u>45,575</u>	<u>300</u>	<u>5,536</u>	<u>1,142</u>	<u>5,445</u>	<u>218,209</u>	
Sub-totals	655,645	89,710	72,427	1,100	77,003	10,397	918	11,308	920,508
Binding	<u>65,322</u>	<u>8,638</u>	<u>8,178</u>	<u>175</u>	<u>4,296</u>	<u>289</u>	<u>2,075</u>	<u>674</u>	<u>90,647</u>
Totals	721,967	98,348	80,605	1,275	81,299	10,686	2,993	11,982	2,000
Other Operating									
Equipment	44,874	4,410	7,547	2,325	4,454	333	200	2,325	
Operation of Equipment									
Books	34,882	2,060	12,948						
Supplies	21,500	5,095	4,593	4,674	321	350	200	49,890	
Telephone	14,587	766	1,363	1,059					
Postage, ext.	9,325	508	1,403	151	20				
Maintenance	2,584	666	636	249	20				
Travel	2,910	676	2,110	467					
Other	<u>436</u>	<u>223</u>	<u>1,279</u>	<u>144</u>					<u>2,082</u>
Totals	131,098	14,404	31,879	2,325	11,198	694	350	400	192,343
GRAND TOTAL	\$1,619,817	\$261,421	\$228,590	\$21,000	\$154,265	\$21,280	\$11,459	\$19,368	\$9,900
									\$2,347,100

*Book, periodical and binding expenditures for Music Materials included in
Knoxville totals; \$2,000 spent directly by M.M. for music scores

	Multiple			Individual				Total
	Tables	Lounge	Index Ref.	Tables	Lounge	Grad. Carrels	Micro Readers	
Main Library								
Stack Area x	156	9		1	34	139		339
Faculty Studies				14				14
Undergraduate	234		12	50	13			309
Conference	2							2
Reference Room	136			1				137
Reserve Room	192							192
Special Collections	24	6		2	6			38
Kefauver Wing	18	3		2	3	5		31
Circulation Area	10				6			16
Micro-copy Room	15			1			20	37
Seminar Rooms	28							28
Conference Room	26							26
Lounges	106	16		51	51			173
Bibliography Alcove	6							6
Total for Main	954	34	12	71	113	144	20	1348
Agriculture	24		6	40	13		1	84
Biology	24		2	13	4		1	44
Business Adm.	74			3			1	78
Education	130		6	1			2	139
Engineering	40			17			2	59
Law	203							203
Science	132		1				2	135
Branch Total	627		15	74	17		9	742
Knoxville Total	1581	34	27	145	130	144	29	2373

027
T298R
1969/70

Lib Science
THE UNIVERSITY OF TENNESSEE LIBRARY HOLDINGS

As of June 30, 1970

Cataloged Volumes

KNOXVILLE

Main Library General Collection	610,619
Agriculture Library	30,926
Agriculture Experiment Station Library	24,801
Biology Library	26,239
Education Library	34,703
Engineering Library	29,938
Law Library	84,377
Music Materials Center	8,091
Science Library	51,572
Special Collections Library	15,603
Undergraduate Library	108,639

*THE LIBRARY OF THE
JUN 12 1972*

1,025,508

*UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN*

CHATTANOOGA DIVISION

121,879

EXTENSION CENTERS

Knoxville Extension Library	8,029
Memphis Downtown Center Library	8,878
MARTIN DIVISION	82,924
MEMPHIS DIVISION, MEDICAL UNITS	85,315
NASHVILLE DIVISION	38,742
SPACE INSTITUTE, Tullahoma	5,335
PRESTON MEDICAL LIBRARY, MRCH	6,451

1,383,061

Manuscripts

Special Collections Library	508,880
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Audio-Visual Materials

	Microfilm Reels	Other Microtext	Recordings	Tapes
Knoxville	20,813	209,943		312
Martin	2,989	3,203	1,896	47
Memphis Medical Units	105			
Memphis Extension		6	33	73
Nashville			332	
Tullahoma Space Inst.	47	22,000		
Music Materials Cent.	13		4,179	375
Chattanooga	1,893	46,258	738	7
Preston Medical Library				129
Totals	25,860	281,410	7,178	943

Other Materials

Congressional hearings, Knoxville						20,696
Other federal & state documents(Knoxville: 62,000; Martin 43,913)						105,913
College catalogs: Knoxville 1059; Chattanooga 500;						
Memphis Extension 160; Tullahoma 65						1,784
Paperback collection, Chattanooga						265
Curriculum guides, Nashville						246
Musical scores, Music Materials Center						3,020
Technical reports, Tullahoma						14,500
AIAA papers, Tullahoma						1,400
Telephone directories, Knoxville						293

Cataloging Statistics, 1969/70

Library	Volumes held in Library 6/30/69	Volumes Added 1969/1970	Volumes Transferred		With- drawn	Total Volumes 1969/70
			To	From		
Knoxville						
General Collection	572,452	36,077	3,610	349	1,171	610,619
Undergraduate	84,359	14,643	12,062	2,022	403	108,639
Special Collections	14,671	916	38	12	10	15,603
Agriculture	28,709	2,358	46	32	155	30,926
Agric. Exp. Station	24,416	409	1	1	24	24,801
Biology	24,685	1,551	26		23	26,239
Education	32,234	2,734	1	30	236	34,703
Engineering	28,142	1,912	88	85	119	29,938
Law	81,439	3,100	1		163	84,377
Music Material	7,030	1,062			1	8,091
Science	48,451	3,106	62	3	44	51,572
Knoxville Totals	960,678	67,868			3,038	1,025,508
Chattanooga	111,390	10,691			202	121,879
Martin	72,720	10,534			330	82,924
Memphis	80,838	4,560			83	85,315
Nashville	30,833	7,923			14	38,742
Extension--						
Knoxville	7,209	820			0	8,029
Memphis	7,442	1,436			0	8,878
Preston Medical	4,901	1,587			37	6,451
Space Institute	4,538	845			48	5,335
Grand Totals	1,280,549	106,264	X	X	3,752	1,383,061

Library Use and Service, 1969/70

Library	Personal Loans	Reserve Loans	Interlibrary Loans		TOTALS	Reference Questions Answered
			Lent	Borrowed		
Main Library						
Loan desk	148,887				148,887	
Reference						9,244
Interlibrary loan			6,317	2,198	8,515	
Special Collections	2,597				2,597	465
Documents	1,574				1,574	1,138
Main Library Totals	153,058		6,317	2,198	161,573	10,847
Agriculture Library	13,949	7,053	443	24	21,469	2,574
Biology Library	20,584	2,053	1,593		24,778	2,508
Education Library	47,293	23,219	197		70,709	5,778
Engineering Library	17,451	9,012	906	413	27,782	1,012
Science Library	15,181	4,457	446	154	20,238	1,656
Undergraduate Library	156,571	86,740			243,311	14,657
Knoxville totals	424,087	133,082	9,902	2,789	569,860	39,032
Chattanooga	52,175	7,318	80	85	59,658	
Martin	51,268	25,709	14	169	77,160	
Memphis Medical	167,531	7,980	4,997	1,005	181,513	3,523
Music Materials	3,698	12,500	28	150	16,376	2,300
Nashville	11,057	3,203	1	80	14,341	2,920
Preston Medical			150	543	693	300
Space Institute	3,656	487	17	362	4,522	55
Grand Total	713,472	190,279	15,189	5,183	924,123	48,130

Personnel and Hourly Assistance
1969/70

	Knoxville	Chatta-nooga	Extension Division	Knoxville	Memphis	Medical Units	Music Materials	Nashville	Space Inst.	Preston Medical	Totals
Library Staff, FTE, Fall '70											
Librarians	37	9.0		1	1	9.75	7	1	6	1.2	1 p/t
Clerical and supporting											1 f/t
Total	119	8.3		1	2	11.75	14	1	10	1.2	2 3/4 t
	156	17.3		2	3	21.50	21	1	16	2.5	168.05
											241.50
Hourly Assistance, 1969/1970											
Hours of student assistance	5,381.24	13,333		260		10,033.6	1,248	3,450	0		33,705.84
Hours of other assistance						4,758.5	4,346	500	0		9,604.50
Total						14,792.1	5,594	3,950	0		37,929.10

Seating Capacity
1969/70

Reader Stations	3,443	350	26	30	1,263	170	30	80	45	40	5,477

Periodical and Serial Titles
Received 1969/70

Serials	9,740	500				80	38				10,358
Periodicals	8,286	1,560	31	34	1,100	1,823		566	145	271	13,816

EXPENDITURES, 1969/1970.

	Chatta-			Extension Division			Memphis			Music		Space		Preston
	Knoxville	nooga	Knoxville	Memphis	Memphis	Martin	Units	Medical	Mate-	Nashville	Institute	Library	TOTALS	Medical
Personal Services														
Salaries	\$ 673,267		\$ 89,338	\$ 15,678	\$ 12,580	\$ 131,935	\$ 125,656	\$ 5,800	\$ 67,792	\$ 4,400	\$ 8,346	\$ 1,134,392		
Wages	<u>179,580</u>		<u>22,420</u>	<u>1,697</u>			<u>21,846</u>	<u>9,821</u>	<u>1,200</u>	<u>9,168</u>	<u>3,150</u>		<u>243,852</u>	
Total	852,817		111,756	17,375	12,580	153,781	135,477	7,000	76,960	7,150	8,346	1,383,274		
Library Materials														
Books	479,427	102,421	2,841	7,650	81,856	18,769	39,128	7,050	452	739,594				
Periodicals	<u>145,692</u>	<u>75,710</u>	<u>399</u>	<u>909</u>	<u>23,774</u>	<u>58,289</u>	<u>2,000</u> *	<u>9,601</u>	<u>5,250</u>	<u>7,913</u>	<u>329,537</u>			
Sub-total	625,119	178,131	3,240	8,559	105,629	77,058	2,000 *	48,729	12,300	8,366	1,069,131			
Binding	<u>60,766</u>	<u>7,331</u>		<u>421</u>	<u>9,600</u>	<u>13,072</u>		<u>8,073</u>	<u>800</u>	<u>3,988</u>	<u>104,051</u>			
Total	685,885	185,462	3,240	8,980	115,229	90,130	2,000	56,802	13,100	12,355	1,173,182			
Other														
Operating	128,984	16,449	3,109	848	17,328	30,589	400	9,930	1,900	1,525	211,062			
GRAND TOTAL	\$1,667,716		\$313,669	\$ 23,724	\$ 22,408	\$ 286,338	\$ 256,196	\$ 9,400	\$ 143,692	\$ 22,150	\$ 22,225	\$ 2,767,518		
Grand Total	1,619,817	* *		21,000	21,280	261,421	228,590	9,900	154,265	19,368	11,459	2,347,10		
Increase or Decrease	47,899	313,669	2,724	1,128	24,917	27,606	- 500	- 10,573	2,782	10,766	420,41			
1969/1970 Total institutional expenditures for educational and general:	"	"	"	"	"	"	"	"	"	"	"	3.033		
1968/1969	"	"	"	"	"	"	"	"	"	"	"	3.26		
Budgeted for														
1970/1971	1,639,650	325,395	23,315	18,512	301,901	252,555	16,900	179,770	21,750	41,735	2,821,48			

*Music scores; book, periodical and binding expenditures included in Knoxville total.

**Chattanooga became part of the University of Tennessee July 1, 1969; not included in 1968/69 statistics.

027
T 298R
1970/71

[REDACTED]

THE LIBRARY, THE UNIVERSITY OF TENNESSEE KNOXVILLE

= ANNUAL REPORT FOR 1970/1971

October 26, 1971

WHY OCTOBER?

This annual report appears in October to permit inclusion of all data pertaining to the previous fiscal year and to make it available at a time when our patrons are on campus to read and criticize it. This is particularly desirable because several policy changes did not become effective until this Fall.

IMPROVED FACULTY
COMMUNICATION

In November 1970, the new Director began a series of over 150 visits to deans, directors and department chairmen to learn their concerns about library resources and services. The Associate and Assistant Directors began visits to faculty in July 1971.

The Director has attended all meetings of the University Curriculum Committee and Board of Deans. Librarians have recently been added to the three curriculum committees of the College of Liberal Arts.

PROGRAM PLANNING

Because program planning is still rather informal, the library doesn't learn about most new courses and programs until it is too late to begin orderly development of supporting collections.

Membership on college curriculum committees would permit professional librarians to respond more promptly to future teaching and research needs and might lessen the frustrations so frequently encountered by faculty and students in a new course or program.

The Visiting Committee of the Southern Association recommended recently "To correct an apparent hiatus between graduate program planning and library development, the Director of Libraries should be appointed [as] an ex officio member of the Graduate Council...."

SENATE LIBRARY COMMITTEE

The Senate Library Committee began monthly meetings in November 1970. It has discussed all major policy and procedure changes made to date. The crucial

question of faculty loans was taken to the University Senate as a resolution from the Committee. The Committee petitioned the Administration for a supplementary grant for 1971/72 acquisitions.

The Committee has become an effective sounding board for the library, an input from students and faculty to the library and an ally to the library in presenting its needs to the Administration.

COLLECTIONS

The 1,091,708 volumes reported on June 30, 1971, was an increase of 66,200 volumes over June 1970. On September 17, 1971, the library completed an actual physical count of all units and reported a total of 1,018,554 volumes. The discrepancy between the two figures appears to be due to the use of a 1958 estimate as the base figure for tabulating statistics and a minor change in the method of counting.

The collection is inadequate for an institution offering 52 doctor's and 106 master's programs.

A 1971 survey of twenty-one Southeastern research libraries revealed that Tennessee ranked first and fourth respectively in the number of master's and doctor's programs offered, but seventeenth in the adequacy of the collection, using the Washington state formula for quantitative measurement of collections.

ACQUISITIONS BUDGET

The appropriated acquisitions budget was \$557,000 in 1970/71. The 1971/72 budget is \$600,000. The \$43,000 increase will be consumed by a \$20,000 increase in periodical subscription rates and the need to replace a \$23,000 College Library Resources grant which expired in June 1971. The support for new programs in Nursing and Library Science has been taken out of the general unallocated budget, virtually depleting it.

Eleven departments and colleges exhausted their allocations in the first five months of the 1970/71 fiscal year. All but two exceeded their allocations in the first ten months of the year. By October 15, 1971, eight departments had exhausted their 1971/72 allocations.

TOTAL LIBRARY BUDGET

Acquisitions budgets are sometimes inadequate because an institution spends too large a part of its budget on personnel. UTK's distribution of 36 per cent for

acquisitions, 58 per cent for personnel, and 6 per cent for supplies, equipment and miscellaneous is skewed toward book purchases, when compared with the pattern found by Rogers and Weber in doing research for their definitive UNIVERSITY LIBRARY ADMINISTRATION: 32 per cent acquisitions, 62 per cent personnel, and 6 per cent supplies, equipment and miscellaneous.

The Tennessee Higher Education Commission formula calls for a UTK library budget of \$3,158,566 for 1972/73. Our 1971/72 budget is 57 per cent of the recommended amount. The University as a whole is presently funded at 75 per cent of the THEC formula recommendation.

The Visiting Committee Report of the Southern Association noted earlier this year that "library expenditures seem somewhat low as a percentage of (educational expenditures)."

LAW DEPOSITORY

Some budgetary savings, both acquisitions and personnel, will be realized when U.S. government documents needed by the Law Library start coming as depository publications. In the past, needed documents have been transferred from the Main Library or have been purchased. They will now come to the Law Library automatically at government expense.

BOOK SALE

Unwanted gifts, superceded reference works, and unneeded duplicates were offered for sale to patrons in September 1971. Nearly \$1,200 was realized for the purchase of needed books. Materials suitable for collections of other institutions, especially those in the system, were removed prior to the sale.

PROCESSING

The University of Tennessee Library continues to experience no arrearage in the cataloging and classification of new acquisitions. Additional staff is needed to complete the reclassification of the Law Library collection to LC. Material is now shelved by LC, Dewey, title, and broad subject area, making it difficult for a patron to find things without assistance.

LIBRARY USE

Recorded circulation rose to 654,668 in 1970/71, an increase of 17.5 per cent over the previous year. The breakdown is shown in the chart on page 4.

Many materials were used in the library, especially in Undergraduate and in Main since the stacks were opened. Detailed use statistics will be reported next year.

LIBRARY USE, 1970/71

Library	Personal Loans	Reserve Loans	Totals
Main Library			
Circulation	150, 808		150, 808
Special Collections	3, 123		3, 123
Documents	2, 972		2, 972
Main Library Totals	156, 903		156, 903
Branch Libraries			
Agriculture	14, 330	9, 372	23, 702
Biology	36, 299	3, 442	39, 741
Education	48, 672	20, 444	69, 116
Engineering	20, 010	8, 619	28, 629
Music	2, 918	5, 842	8, 760
Science	15, 153	5, 506	20, 659
Undergraduate	172, 345	134, 813	307, 158
Grand Total	466, 630	188, 038	654, 668

The Main Library figures were disappointing. They are only partly explained by the peripheral location of the Main Library.

Documents use was particularly low. An ad hoc committee is now studying ways of improving the servicing of documents.

Twice-daily pick-up and delivery to branches has been instituted to make materials more readily available.

MAIN LIBRARY FACILITIES

The Main Library is separated from the campus by one of Knoxville's busiest streets. The building is generally run down and only partly air conditioned.

A \$250,000 to \$400,000 investment in the building would improve it as a library as well as protecting the University's long-term investment.

Graphics must be installed to aid patrons in finding their way through the complicated building. An order was placed several months ago, but there have been several delays in shipment and installation.

Interlibrary Loans has been relocated to place it closer to the collection and the circulation records. Duplication has been moved from the basement to a prominent position inside the front entrance. Newspapers have been moved from the basement to the Study Lounge on the first floor.

Additional faculty studies are badly needed. Few faculty request studies because one of the 23 spaces seldom becomes available. Starting in January 1972, annual applications will be required and reviewed by the Senate Library Committee.

SCIENCE/ENGINEERING FACILITIES

The Biology and Engineering libraries are seriously over-crowded. Expansion appears to be impractical.

We are convinced that the overall needs of the University in the next two decades will be best served if we develop a single, physically centralized library to serve the science/engineering departments. Three factors bring us to this conclusion. One is the increasing importance of interdisciplinary research in the sciences. Interdisciplinary developments are poorly served by scattered libraries conceived along disciplinary lines. Second, the whole new development in the direction of automated library systems, which arises because of the proliferation of scientific literature and the cost of controlling it, urges a more centralized library pattern in these fields than we have at present. Third, the level of service in the branches is not uniform throughout the week. Professional assistance is available only about 40 per cent of the hours the present three libraries are open. Consolidation would provide professional service at all hours without an increase in cost. Some cost savings would be realized in supporting staff, making an increase in acquisitions possible.

The consolidation of the three units in the proposed addition to Perkins Hall would be desirable if the addition will be completed at least three years before completion of the proposed Multidisciplinary Building. A minimum of 20,000 gross square feet is needed now. Approximately 60,000 square feet of library space should be planned for Multidisciplinary. The heads of the science and engineering departments have urged that the library not occupy Perkins if it might jeopardize the priority for library space in Multidisciplinary, as the latter is scheduled for the only library site acceptable to all of the departments.

OTHER BRANCH LIBRARY FACILITIES

Agriculture is the best housed of the branch libraries. Space should remain adequate for a number of years. An addition to Law was opened this past summer, but it failed to provide adequate office space for staff. Remodeling is now underway.

Music needs at least 1,000 more square feet to accommodate all music materials and provide an adequate number of seats.

The space problems of Education were resolved by the recommendation of the College that the unit be merged into Undergraduate.

1996

In August 1971 the library submitted a preliminary report outlining campus library needs for the next twenty-five years. It pointed out that the Main Library will reach its planned capacity by 1975. Minor remodeling will make it possible to increase the capacity by two years' growth. Operating costs will rise considerably after 1973, because considerable shifting of collections will have to be undertaken to make room for new books.

The Biology and Engineering libraries have already reached absolute book storage capacity and the overflow is being accommodated in a storage area of the Main Library. Science will reach capacity in 1975.

If the UT Library continues to grow at its present rate and if student enrollment levels off at 27,500 FTE, the total campus-wide library requirement will reach 548,536 net square feet by 1996. If we subtract the 265,225 square feet of existing library space from a gross of 686,089 square feet, we reach a requirement for new facilities of 420,864 square feet.

All figures were calculated using generally accepted formulae of 13 books per square foot and seating for 25 per cent of the student body at 30 square feet each. Provision was made for 150 faculty studies.

We propose a new main library of 360,000 square feet near Undergraduate or adjacent to the proposed stadium parking garage. The other 60,000 square feet would be included in the Multidisciplinary Building.

STAFF

We have been most fortunate in filling all of our 1969/70 vacancies and the two new 1970/71 positions. George W. Shipman of the Card Division of the Library of

Congress assumed the post of Assistant Director for Administrative Services in March 1971. He succeeds Gene M. (Mac) Abel, who was advanced to Associate Director for Public Services when Ruth Ringo retired in December. The organization chart on page 8 illustrates the division of responsibilities among the three chief administrators of the library.

Richard Surles assumed the position of Law Librarian in June. He has both law and library science degrees. He was formerly the head of the Denver University Law Library.

Mrs. Tommiee Chesney was transferred from Reference to a new position as Assistant Law Librarian.

Mr. Charles Schmidt was appointed as Systems Analyst in July. He has a library degree and an extensive background in systems. The position was upgraded from a nonprofessional position.

Other professional appointments were Ann Viles as Music Librarian (September 1971), the first professional to serve in that capacity; Judy McQuade (September 1971) as Undergraduate Reserve Librarian, also upgraded from a nonprofessional position; Lynne Johnson and June Seagler (September 1971) as Catalogers; Celeste Sproul and Susan Lundberg as Undergraduate Reference Librarians (February and July 1971 respectively); Anne LeClercq (August 1971) as Audio-Visual Specialist; Gary Scales (September 1971) as Assistant Acquisition Librarian, a new position. Carol Jones transferred from Processing to Reference.

All non-academic positions were classified in early 1971, assuring greater consistency in the assignment of duties and beginning salaries.

Salaries continue to be a problem at all levels. The minimum rates rise faster than we can increase experienced personnel, destroying our efforts to give merit increases. Over 70 per cent of the 1971/72 budget increase went to salaries, yet the average increase for all staff was lower than the increase in the minima.

SYSTEMS

Design work has begun on the development of an automated circulation system for the Undergraduate Library. The proposed system will make it possible for us to accommodate increases in circulation with only minor staff increases, reduce the time required to charge library material, provide data for an analysis of library use and facilitate reordering of materials.

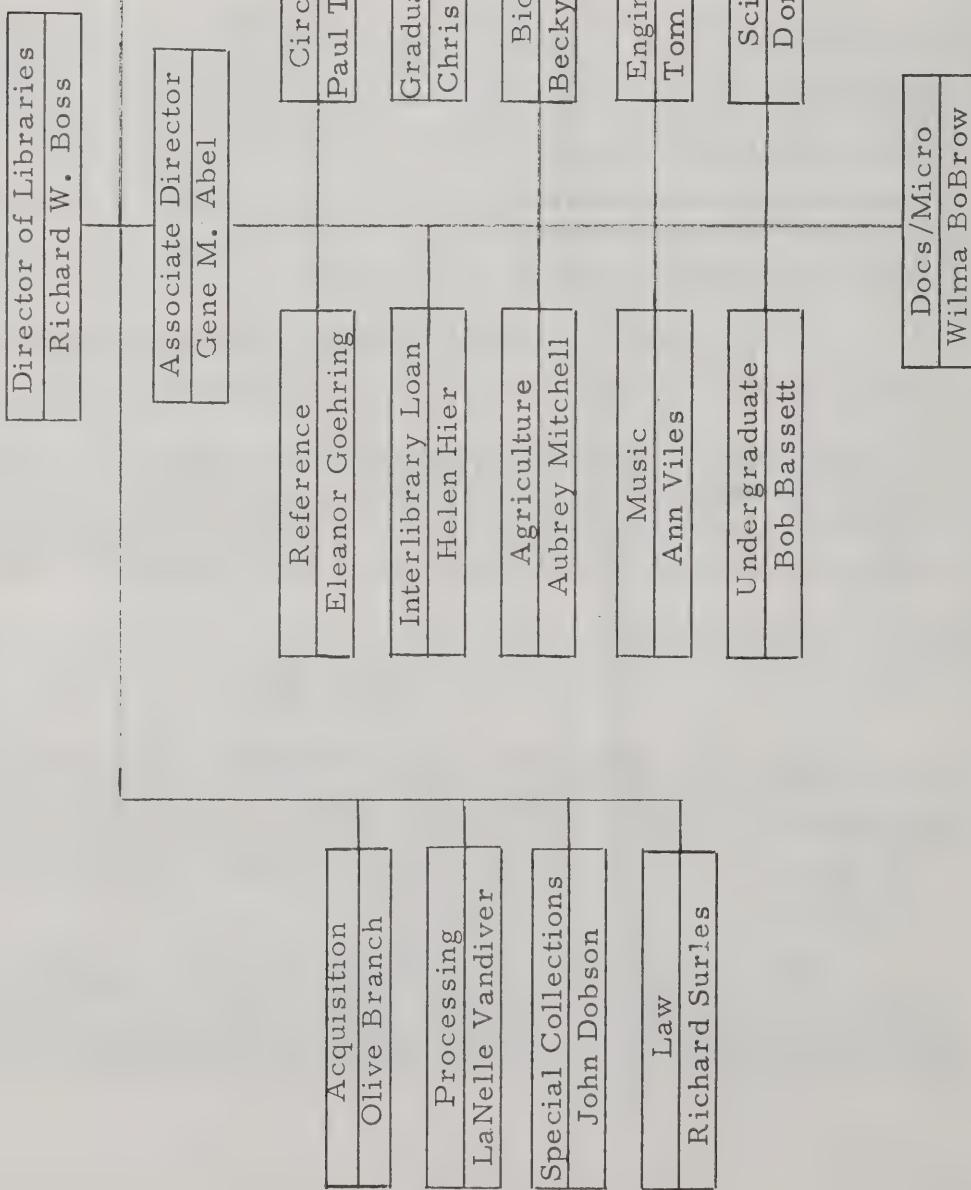
The proposed circulation system will require a uniform machine-readable identification card for all students, faculty and staff. The card will be of value to the entire campus, especially now that the campus community numbers 30,000 people.

THE UNIVERSITY OF TENNESSEE LIBRARIES

KNOXVILLE

Organization Chart

Effective July 1, 1971



Preliminary work will soon begin on an automated serials list showing titles, holdings, call numbers, and locations. The list would be distributed to all academic departments and to libraries throughout the state as well as being available in the UTK libraries.

NEW SERVICES

A Graduate Reserve and Current Periodicals area was established in the Main Library during the Summer of 1971 in response to suggestions from several colleges and departments whose students have carrels in the Main Library and to make current issues of the 900 most heavily used journals more available.

Listening Facilities-- In October 1971 a Listening Center was opened on the fourth floor of the Undergraduate Library. The opening-day collection was 100 audio-tapes of musical compositions, plays, poems and speeches. The library will acquire audio-tapes that support teaching and research efforts in any area. Drill tapes in shorthand, foreign languages, etc., cannot be provided because of the small size of the system's 10 channels and 53 listening positions.

The University Administration has approved a Special Documents Subcommittee recommendation that a University Archives be established. All official UT publications, records, and manuscripts will be included in the new area created within the Special Collections Department.

The library is seeking to provide information which supports teaching and research without regard to physical format. The 1970 Census for Tennessee has, therefore, been obtained on magnetic tapes. The tapes have been cataloged and classified as any other library materials, but are stored at the Computer Center. The user is responsible only for the payment of machine time and special programming services. Literature describing the content of the tapes is available at the Reference Department of the Main Library.

OFF-CAMPUS USERS

UT library service has traditionally been restricted to those associated with the University. Some exceptions were made from time to time for businessmen, ministers or others engaged in research that could not be supported by the public library. Effective September 23, 1971, any adult may obtain a UT library card upon payment of a \$20 annual fee, roughly the amount per student appropriated for library service from student fees and tuition. Regular undergraduate loan privileges will be extended. Those without cards may use materials within the libraries.

BINDING

The renegotiation of binding contracts has resulted in a marked reduction in prices. Combined with the use of "economy" bindings for infrequently circulated materials, the savings will permit the binding of at least 50 per cent more material in 1971/72 than in 1970/71. The increased work load has made it necessary to discontinue the acceptance of personal and departmental binding. The UT Bookstore now provides this service.

The binding budget is still only half of that of comparable institutions, creating serious backlogs. The library hopes to increase the binding budget by 40 per cent in the next two years.

RELATIONS WITH STUDENTS

Maintaining communication with students is the most difficult aspect of library administration because there are so many of such a great variety of views and needs. They can't be visited in their offices, as faculty and staff.

Suggestion boxes have been installed in all libraries to obtain their views. Meetings have been held with several student groups. A five-minute presentation was made to all those attending the Freshman Orientation sessions this past summer. A new handbook, entitled "Your Libraries," was issued in October 1971.

The library is developing a comprehensive orientation program for all students for implementation by Spring 1972, when thousands of freshmen students will be doing their first major research paper.

A Conversation Lounge has been opened in the basement of the Main Library to give students, faculty and library staff a place to mingle and relax.

CONCLUSION

During the past year we have concentrated on patron relations, staff development and the review of policies and procedures. We must now expand our efforts to include the development of the collections and the improvement and expansion of physical facilities. As the University adds graduate programs and the general quality of teaching and research improves, the collections will have to grow, and space to accommodate materials and patrons must be provided. Pressure from faculty to increase the acquisitions budget is already being felt. The years when space will be exhausted in each of the libraries have been identified:

Main Library	1975
Biology Library	No Space*
Engineering Library	No Space*
Music Library	No Space
Science Library	1975
Agriculture Library	1977
Law Library	1996 (New addition occupied 1971)
Undergraduate Library	Building capacity to be maintained by control of collection

-- Richard W. Boss
Director of Libraries
University of Tennessee Knoxville
October 1971

*Shelving space in these two libraries is at absolute capacity; storage in Main for overflow has been practiced for several years.

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THE LIBRARY, THE UNIVERSITY OF TENNESSEE/KNOXVILLE

ANNUAL REPORT FOR 1971/72

ACQUISITIONS BUDGET

The University Library acquired 16% less materials in 1971-72 than in 1970-71. The \$43,000 increase in the acquisitions budget was inadequate to offset the impact of inflation and devaluation. The requests made by faculty and students for teaching and research materials far exceeded the \$600,000 appropriated. Fund transfers amounting to \$54,234, including \$10,000 from library salaries, only partially offset commitments to the new nursing and library science programs and the expanded law program. The expiration of a \$23,000 federal College Library Resources grant in June 1971 compounded the financial problems.

Ninety-five duplicate serial subscriptions were cancelled, the first systematic cancellations in decades. Duplications will continue to be critically reviewed.

The 1972-73 appropriation for acquisitions is \$750,000. The increase will permit the expansion of the scholarly books approval plan to English language materials published in Western Europe. Departmental allocations have been increased by percentages large enough to exceed the impact of inflation. Backlogs of requests will continue to exist, however, especially for back files of journals.

The increase is the largest in five years. The university has made a significant commitment to the strengthening of library resources in a most difficult year.

COLLECTIONS

The 1,077,995 volumes held on June 30, 1972, was a net increase, after withdrawals, of 59,441 over September 17, 1972. On that date the collection was counted and found to contain only 1,018,554 volumes, compared with a total of 1,091,708 reported on June 30, 1971. There were 6,523 withdrawals during the year, primarily superseded editions and duplicate copies dating back to several decades ago when the library purchased up to sixty copies of some texts.

The collections are not adequate for an institution offering over fifty doctoral and one hundred masters' programs. A 1971 survey of twenty-one Southeastern research libraries revealed that Tennessee ranked fourth and first respectively in the number of doctoral and masters' programs offered, but seventeenth in the adequacy of the collection using the Washington State formula for quantitative measurement of collections.*

*Washington State Interinstitutional Committee of Business Officers, "A Model Budget Analysis System. . .," Olympia, March 1970, pp. 7-8.

Fifty bibliographies were checked against the card catalog in 1971-72. The library held an average of only 53% of the basic titles. The Library held only 11% of the Canadian literature titles checked and less than 33% of the recommended African, Far Eastern, and Eastern European history titles. Economics holdings were only 40% of the recommended level. Additional bibliographies will be checked, and a major effort will be made to correct those deficiencies.

ROULSTONE IMPRINTS

The library made the most significant single purchase in its history in early 1972. A search of several decades turned up nine Roulstone imprints, Tennessee legislative documents published between 1794 and 1796 by the state's first printer. The acquisition rounds out the most comprehensive collection of 18th century Tennesseana in the country.

SCOPE COMMITTEE

A committee of librarians has been meeting for several months to develop a scope statement for each library unit on the campus. The committee has recommended that the Main Library contain the principal, comprehensive collections for all colleges, schools, and departments not served by existing branches, including comprehensive reference, bibliographic, US and UN documents, newspapers, micro-forms, archives, and special collections. The Main Library should also have a basic collection of general cultural and recreational materials.

The Undergraduate Library should be a collection of 150,000 to 175,000 volumes selected to meet the needs of the undergraduate student in all colleges, schools, and departments not served by existing branch libraries. Materials of primary use in graduate instruction and research should be transferred to Main or other branches.

The collections of branch libraries should support teaching and research in the disciplines served, but should not try to provide materials needed by undergraduates for courses outside these disciplines, nor should they attempt to provide non-technical or layman's materials even though these may be of peripheral interest to their clientele. Areas of duplication should be controlled through regular communication among the branch librarians.

The Committee recommended that reserves for courses at the 1000-3000 level be provided at Undergraduate Reserve and that reserves for 5000-6000 level courses be at Main Reserve. The reserves for 4000 level courses should be assigned on the basis of class enrollment, with the reserves for courses normally taken by graduate students being placed at Main Reserve.

The Senate Library Committee has adopted all of these recommendations and has asked the Scope Committee to recommend specific actions consistent with these general policies.

PROCESSING

The library continues to experience no arrearage in the cataloging and classification of materials. Reclassification of legal materials and documents into the Library of Congress classification should be completed in another eighteen months. These projects will make unassisted use of the collection much easier. The reclassification of agriculture materials still in the Dewey Classification will begin this year. A further increase in processing volume will require additional staff to avoid the development of arrearages.

BINDING

The renegotiation of the binding contract has resulted in a dramatic increase in commercial binding from 13,300 volumes in 1970-71 to 31,400 volumes in 1971-72 even though the budget was increased by only \$6,000. The 1972-73 contract will permit the binding of over 35,000 volumes. There are still over 150,000 volumes in need of binding, a substantial investment in materials that should be preserved.

TOTAL LIBRARY BUDGET

Acquisitions and binding budgets are sometimes inadequate because an institution spends an extraordinarily large percentage of its budget on personnel. UTK's distribution in 1972-73 will be 55.2% for personnel, 38.5% for acquisitions and binding, and 6.3% for supplies and equipment. The new budget represents a shift from 1971-72 when only 36% of the budget went to acquisitions and binding. Rogers and Weber found a pattern of 32% for acquisitions and binding and 62% for personnel when doing research for their definitive University Library Administration. Any further shift in the UTK budget would jeopardize the library's ability to serve the public or maintain technical services on a current basis.

The Tennessee Higher Education Commission formula called for a UTK library budget of \$3,158,566 for 1972-73, more than one million above the appropriation. Other libraries in the region have budgets this size, for example, the University of Georgia Library's budget for 1972-73 is in excess of \$3.2 million. The budgetary deficiency is, therefore, quite real.

LIBRARY USE

Home circulation rose to 507,759 and reserve loans and uses in the Library rose to 825,336 for a total of 1,333,095. In 1970-71 the total was 673,031. The figures are not comparable because a greater effort was made to count in-library uses in 1971-72. Nevertheless, the Main Library increase from 170,789 to 550,292 is most encouraging. It is especially gratifying that undergraduate use of the Main Library nearly doubled.

The Undergraduate Library increase is almost entirely attributable to the incorporation of the Education Library. The figures for the other units reflect the leveling off of enrollment.

ORGANIZATIONAL CHANGES

The Documents Department has been combined with the Main Library Reference Department to give documents users the benefit of the professional reference staff's expertise.

The Graduate Reserve Department was organized in 1971. In 1972 it was relocated in the area formerly occupied by the Documents Department and was enlarged to include not only reserve books, but also current periodicals, newspapers, and microforms. The department's name will change to Main Reserve in July 1972.

The Circulation Department has been relocated inside the newly opened stacks to provide room for the expansion of the circulation work area and the card catalog.

The University Archives has been established to bring together the widely scattered publications and manuscripts of the university.

A professionally staffed Systems Department was established in September 1971. An automated circulation system will be implemented in the Undergraduate Library in January 1973. Work has also begun on a serials holdings list.

The Undergraduate Library is being reorganized into Reference, Circulation, Reserve, and Non-Print Materials Departments. Circulation has been relocated to the second floor exit to permit patrons to charge out materials without making an intermediate stop on the third floor. Reserve has been expanded to include current periodicals, juvenile, and textbook materials.

STAFF

Eleanor Goehring will be missed as Head Reference Librarian. She richly deserves all the tributes she is receiving on the eve of her retirement. We're pleased that her successor will be Bob Bassett, presently Undergraduate Librarian. Keith Cottam will succeed Bob Bassett as Undergraduate Librarian.

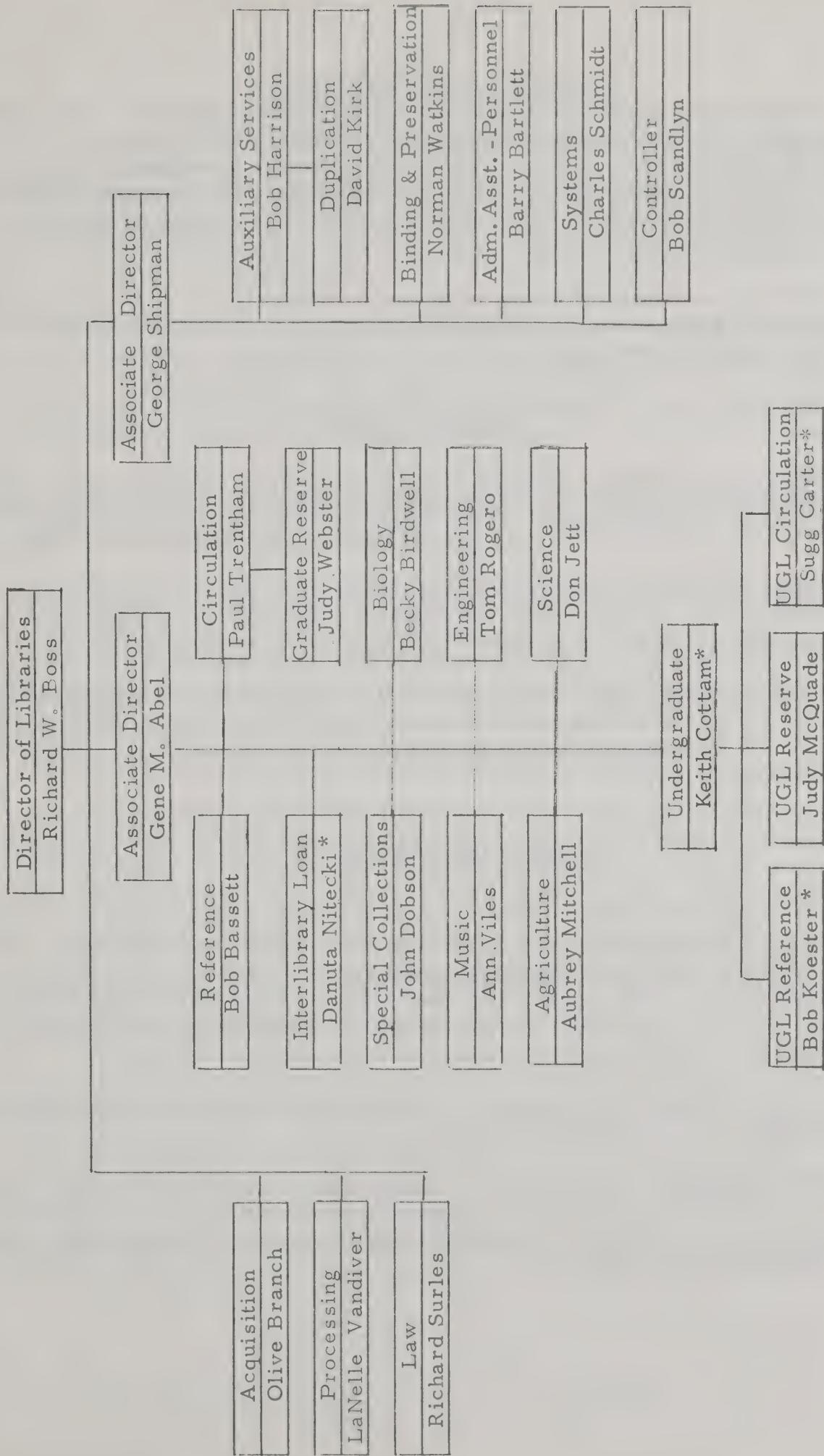
Mr. Malcolm Blowers will join the staff as Assistant Reference Librarian as a replacement for Miss Susan Lundberg. Miss Danuta Nitecki will replace Miss Helen Hier as Interlibrary Loan Librarian. Mrs. Joyce Shapiro will replace Mrs. Tommye Chesney as Assistant Law Librarian. Robert Koester will join the staff as Head Undergraduate Reference Librarian. George Shipman's title has been changed from Assistant to Associate Director effective July 1, 1972.

Professional salaries remain too low. The 1971-72 median salary of \$9,400 was only \$800 above the beginning salary even though more than half the staff have been at UTK for more than five years. Special salary adjustments will need to be made in 1973-74 to upgrade the pay of several experienced staff members who have been out of step with others with similar responsibilities and experience. The 1972-73 minimum of \$4,000 for clerical personnel will not reduce the high turnover experienced during the past year, nor will it quiet the vocal complaints of those who remain.

LIBRARY, THE UNIVERSITY OF TENNESSEE, KNOXVILLE

ORGANIZATION CHART--July 1, 1972

-5-



*New appointment

Minority employment at all levels has not increased significantly despite greater recruitment efforts. Nine library schools were visited, including one at a predominantly Black institution. Only five Black candidates were identified. The two invited to the campus took other positions without visiting UTK. The Personnel Department has prepared an "Affirmative Action Plan" and expects to refer a larger number of minority applicants.

The balance of men and women employees is satisfactory, but there is a marked concentration of men at the top levels. An effort will be made to advance women to positions of greater responsibility.

NEW SERVICES

Listening Facilities - Response to the new listening facilities has not only been substantial in numbers, but also in variety. Plays, poetry, and speeches have been as popular as music. The 1,000 tape collection will be doubled in 1972-73.

Slides - A limited slide program will be undertaken in 1972-73. An initial collection of 2,000 to 2,500 art and architecture slides will be developed in the Undergraduate Library. The program will be expanded if it is successful.

Ephemeral Materials - The pamphlet collections of Main and Undergraduate have been weeded. The extensive collection of the School of Planning will be transferred to Main Reference in September 1972. More systematic acquisition of these materials is planned.

OFF-CAMPUS SERVICE

UT library service has traditionally been restricted to those associated with the University. Some exceptions were made from time to time for businessmen, ministers, or others engaged in research that could not be supported by the public library. Since September 23, 1971, any adult has been able to obtain a UTK library card upon payment of a \$20.00 annual fee, roughly the amount received for library service from student tuition and fees.

Forty cards have been purchased. The majority of patrons, however, have chosen to use materials in the Library without charge.

Library service to the Tennessee Valley Authority, Oak Ridge National Laboratories, and state and local government agencies continues to expand at a rapid rate. There were nearly 2,500 loans through the Interlibrary Loan Department and a comparable number direct from branches.

MAIN LIBRARY FACILITIES

In August 1971 the library submitted a preliminary report outlining campus library needs for the next twenty-five years. It pointed out that the Main Library will reach its planned capacity by 1975. Minor remodeling will make it possible to increase the capacity by two years' growth. Operating costs will rise considerably after 1973, because considerable shifting of collections will have to be undertaken to make room for new books.

If the UT Library continues to grow at its present rate and if student enrollment levels off at 26,000 FTE, the total campus-wide library requirement will reach 456,573 net square feet or 570,716 gross square feet by 1996. If we subtract the 265,225 square feet of existing library space, we reach a requirement for additional facilities of 305,491 square feet.

All figures were calculated using generally accepted formulae of 13 books per square foot and seating for 25 per cent of the student body at 25-30 square feet each. Provision was made for 150 faculty studies.

Adding new space to the old would not solve our problems. The Main Library is located on the periphery of the campus and is architecturally unsuited for modern library service. We propose a new main library of 360,000 square feet near Undergraduate or adjacent to the proposed stadium parking garage. The other 60,000 square feet would be included in the Multidisciplinary Building as a Science/Technology Library.

SCIENCE/TECHNOLOGY FACILITIES

The Biology and Engineering libraries are seriously over-crowded. Expansion appears to be impossible due to the laboratory, classroom, and office shortages in these buildings. Tens-of-thousands of volumes from these libraries are being stored in the basement of the Main Library, a practice that is both costly and inconvenient.

We are convinced that the overall needs of the University in the next two decades will be best served if we develop a single, physically centralized library to serve the science/engineering departments. Three factors bring us to this conclusion. One is the increasing importance of interdisciplinary research in the sciences. Interdisciplinary developments are poorly served by scattered libraries conceived along disciplinary lines. Second, the whole new development in the direction of automated library systems, which arises because of the proliferation of scientific literature and the cost of controlling it, urges a more centralized library pattern in these fields than we have at present. Third, the level of service in the branches is not uniform throughout the week. Professional assistance is available only about 40 per cent of the hours the present three libraries are open. Consolidation would provide professional service at all hours without an increase in cost. Some cost savings would be realized in supporting staff, making an increase in acquisitions possible.

LAW LIBRARY FACILITIES

The Law Library occupied a new wing this past year. Some remodeling of the old wing was necessary to concentrate staff where needed. The widely dispersed stacks require a considerably larger number of student assistants to handle shelving. The two widely separated entrances pose security problems which we lack the staff to overcome.

OTHER BRANCH LIBRARY FACILITIES

Planning should begin now to expand the Agriculture Library into adjacent space.

Music needs at least 1,000 more square feet to accommodate all music materials and provide an adequate number of seats for the next three years.

SOUTHERN ASSOCIATION REPORT

The Southern Association Visiting Committee made a number of recommendations and suggestions after spending three days on the campus in May 1971. Acting on these recommendations the Library has joined the Center for Research Libraries, expanded acquisitions to include non-print materials, and initiated contacts with other institutions to improve interlibrary cooperation. A staff handbook is in preparation.

Acquisitions allocations have been analyzed using the weighted credit hours formula of the Tennessee Higher Education Commission. The distribution of acquisitions funds is consistent with the formula. All of the 1972-73 allocations have been reviewed by the Senate Library Committee.

Several meetings have been held with Architecture, Business, Communications, and Planning. The Library has stressed its desire to offer library service to Architecture in a unit serving several related disciplines: Science-Technology, Fine Arts, or Main. No decision has been reached. A business reference specialist has been designated. Analysis reveals that most of the materials needs of Communications are met by purchases for related disciplines, so no major changes are necessary. The pamphlet files of the School of Planning will be moved to the Main Library in September 1972.

The Graduate Council has begun to refer proposals for new Graduate Programs to the Director of Libraries to determine library requirements.

A slightly larger percentage of the University budget will be provided for library service in 1972-73 than has been in the past five years.

No progress has been made in consolidating the Biology, Engineering, and Science Libraries. There is substantial support for the consolidation, but adequate space has not been found.

Planning for a new main library has not yet been authorized, but preliminary discussions with campus administrators, architects, and planners have begun.

Professional staff members still have few committee assignments. The only curriculum committees with library representation are those of the Home Economics and Liberal Arts Colleges. There has been no decision on the recommendation that the Director of Libraries be an ex officio member of the Graduate Council.

LIBRARY PURPOSE

The Library developed a statement of purpose during the past year to guide future planning:

The University of Tennessee/Knoxville Library is the premier research library of the State. It seeks to acquire and service all forms of recorded information in selected fields pertinent to the programs of the University. The library seeks to support and stimulate undergraduate instruction, graduate instruction and research, and faculty research and service on the Knoxville campus and to respond to the needs of scholars throughout Tennessee.

ONGOING PROGRAM OBJECTIVES

Several objectives were also developed to facilitate budget planning and to guide day-to-day administration:

Establish library requirements for campus instructional and research programs by maintaining regular contacts with academic departments and administration and being actively involved in committees concerned with topics having implications for library resources and services.

Increase and maintain the acquisitions budget to reflect the number and level of programs as well as the number of students served.

Acquire and service all forms of recorded information, including non-print materials, in selected fields pertinent to the programs of the University.

Develop and maintain a clear definition of scope of collection for each library unit on the campus in order to minimize the fragmentation and duplication of resources.

Process, on a current basis in the LC classification, all materials except manuscripts, fiction, UT theses and dissertations, juvenile materials, primary and secondary texts, and ephemeral materials.

Develop and maintain a strong staff, adequate in number, through systematic recruitment, orientation, in-service training, specialization, advancement, and competitive remuneration.

Accommodate collections, patrons, and staff in physical facilities offering ready access to and usage of materials under optimum conditions.

Organize the collections in a manner that will facilitate access by all users.

Maintain materials in good physical condition through an active binding and preservation program.

Develop and maintain systematic planning and reviewing procedures to ensure maximum utilization of personnel and financial resources.

Remain alert to new technology.

Maintain a constructive working relationship with other libraries and associations to enhance access to other resources and to effect the development of mutually advantageous approaches to collection policies and interlibrary exchange.

Maintain good service through a genuine concern and friendly attitude towards patrons.

These objectives will be reviewed regularly by library staff and the Senate Library Committee.

ARL STUDY

The Library has been selected as one of three participants in a national management study sponsored by the Association of Research Libraries. The study will examine the planning, organization, budgeting, and staffing functions of the Library to make the Library more effective in this period of increasing expectations and limited funds. A study team of seven, including faculty, students, and librarians will spend six months applying the methodology developed in a one and one-half year study of Columbia University. The results of the study will be reported in the next annual report.

THANK YOU

The Senate Library Committee met twelve times during the year. All major policy changes were discussed with the committee, including establishment of University Archives; open stacks; off-campus users; faculty loan privileges; faculty book losses; documents disposition; confidentiality of library records; and reserve book policies.

We sincerely appreciate all of the time and effort the committee has made.

We also appreciate the support of Chancellor Dykes, Vice-Chancellors Herndon and Ebersole, and Finance Director Whitehead.

RICHARD W. BOSS
Director of Libraries
July 19, 1972

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1972/73

Librarian

LIBRARY

THE UNIVERSITY OF TENNESSEE
KNOXVILLE

ANNUAL REPORT

for the period ending

June 30, 1973

Richard W. Boss, Director

THE LIBRARY OF THE

NOV 31 1973

UNIVERSITY OF ILLINOIS
AT URBANA SPRINGS, IL

Library Purpose and Objectives

A statement of purpose and objectives was developed in 1971. It has been of considerable value in short-range planning. The statement is attached as an appendix to this report.

Good progress has been made this past year in increasing the acquisitions budget, expanding non-print resources and services, re-classifying materials into the Library of Congress classification, improving the physical condition of the collection by expanding the binding program, utilizing of technology, and in developing an orientation program for faculty and students.

We have not yet succeeded in placing librarians on all curriculum committees and the Graduate Council to assure an intimate relationship between program development and library support. The Scope Committee is still working to identify the scope of each of the eight collections on campus. Staff development is still handicapped by the lack of an in-service training program and inadequate compensation schedules. Physical facilities are more crowded than ever. Medium and long-range planning are not yet realities. A staff Development Librarian will be appointed in 1973-74. The development of an in-service training program will be given to this person as a high priority project. A three-year budget projection will be prepared this fiscal year as the first step in the development of a medium-range planning program.

Library Advisory Committee

Following revision of the Senate By-Laws late in 1972, the Senate Library Committee was expanded to include representation from all colleges and schools and the name was changed to the Library Advisory Committee. The membership was changed from eight to fifteen faculty plus the director of libraries as chairperson and two ex-officio members (the vice-chancellors for academic affairs and graduate studies and research). There are also two student members.

The issues considered in 1972-73 included the Management Review and Analysis Program, the 1973-74 budget request, telephone xerox service, more extensive cataloging of fiction, the consolidation of computer science materials in the Science Library, the acquisitions allocations for 1973-74, and long-term faculty overdues. The LAC presented a resolution to the Faculty Senate in May 1973 recommending sanctions against faculty who hold library materials more than a year. The motion was overwhelmingly approved.

Management Review and Analysis Program

A fourth of the full-time staff spent more than six months systematically analyzing the budget, organization, staffing, and communications patterns of the library. The report of the study team and task forces has been distributed to all full-time staff and discussions about the implementation of the recommendations are now under way. A report will be distributed by the end of 1973.

Total Budget

The 1972-73 budget was \$2,146,160. Of this amount \$750,000 or 35% was designated for acquisitions; \$72,000 or 3.4% was designated for binding; \$1,182,870 or 55% was designated for salaries and wages; and \$141,290 or 6.6% was spent for supplies, equipment and operations. The limited number of service points maintained has made possible the high percentage (38.4% compared with a national average of 32%) committed to acquisitions and binding. Our goal is to commit 40% of the budget to acquisitions and binding without a reduction in the quality of service.

Acquisitions Budget

The increase in the acquisitions budget to \$750,000 relieved some of the faculty frustrations reported last year, but the rate of acquisitions actually dropped by 22.5% due to the effects of inflation and devaluation. Only Communications, Nursing, Social Work, Classics, and Psychology failed to expend all of the funds allocated to them while twice that many colleges and departments had exhausted their entire allocations by mid-February. Requests for materials submitted by departments whose allocations were exhausted had to be denied. Some of the out-of-print titles that were not ordered will not become available again.

Development Program

We support recent efforts to formulate a UTK development plan. We recommend that library collection development be a major component, as an appeal for library support can be directed to graduates of all disciplines and of all income levels.

The Collection

The collection grew by 53,795 volumes to 1,125,335 volumes. This rate of growth compares with 69,382 volumes last year, attesting to the

impact of inflation. The collection is still nearly 700,000 volumes below the minimum prescribed by the Tennessee Higher Education Commission for an institution of our size and type. Foreign monographs and retrospective serials are the greatest deficiencies. The Library began receiving on approval English language publications issued in Western European countries effective January 1973. It may be possible to expand the program to include current publications in major European languages in January 1974. A major increase in budget is needed to improve serials holdings.

Reclassification

Law reclassification is progressing on schedule. The entire collection should be in the Library of Congress Classification by Spring 1974. The reclassification of the Agriculture Library should be completed by June 1975. Documents reclassification is behind schedule, but should be completed by the end of 1973. Microform reclassification is also behind schedule, but should be completed by June, 1974. All of the materials should be available through the card catalog and arranged by LC number by June 1975.

Collection Maintenance

Dramatic progress was made in the binding program. More than 39,000 volumes were commercially bound including 15,000 Congressional Hearings. Another 5,000 items were done by the Library's own staff. It will take another decade to wipe out the binding arrearage, however. The binding of current acquisitions must continue to be the first priority.

Book cleaning was transferred to the Binding and Preservation Department in June 1973 to bring all aspects of collection maintenance together.

Scope Committee

The Scope Committee has identified the primary, secondary and peripheral collections of each library unit. Peripheral materials are now being reviewed for possible transfer to other units so that students and faculty will not have to go to several libraries to do research in a discipline.

The Nearest Library Syndrome

Many faculty still seek to have graduate level materials shelved in the Undergraduate Library because of the more central location of UGL. This compromises the role of UGL as a highly selective, up-to-date, easy-to-use collection of materials for undergraduates. A greater effort will be made in 1973-74 to explain UGL to patrons.

Patron Orientation

An ad hoc Orientation Committee developed a five part program consisting of: audio tour, library "pathfinders"; point-of-use instruction; bibliographic search guides; course-related bibliographic lectures. The first audio-cassette tour of the Undergraduate Library has been particularly popular. The other parts of the program will be undertaken in 1973-74.

Graphics

Patrons can help themselves if effective signs are provided. A graphics system has, therefore, been designed and installed in the Undergraduate Library to facilitate patrons finding their way around the five story building. A system was also designed for the Main Library, but budget limitations required phasing installation over two fiscal years.

Library Faculty Involvement

Library faculty served on the Faculty Senate, Senate Executive Committee, Senate Committee on Committees, Chancellor's Role Committee, Research Council, Cultural Affairs Board, Senate Transition Committee, Committee on Faculty Affairs, Student Affairs Committee, Educational Facilities Committee, Development and Alumni Relations Committee, Home Economics Curriculum Committee, Law Curriculum Committee and the three curriculum committees of the College of Liberal Arts.

Staff Turnover

Turnover in entrance level clerical and supporting positions remained at a very high level, 74%. The percentages for the higher levels were 34%, 10% and 13% respectively. The entrance level salary of \$4,000 (\$4,200 in 1973-74) was a major factor in this high turnover. Of particular concern, is the fact that employees of state agencies only a few blocks from the campus earn a minimum of \$4,400 per year.

Turnover in library faculty was only 5%. Our entrance salary of \$9,000 for 1973-74 will be competitive. Our salaries of \$9,600 to \$11,500 for persons with five years experience are not. We can expect to lose several able staff members in the next few years if we don't become competitive.

Roving Librarians

The limited travel budget (less than \$200 per faculty member in 1972-73) made it necessary to seek alternatives to professional meeting attendance.

Five automobile trips were arranged to other libraries to permit staff to meet with their counterparts in other institutions for a day each to share problems and solutions. One day visits were made to the Universities of Georgia, Kentucky, North Carolina and Vanderbilt. A one week trip was made to Ohio State, Cornell, Syracuse, Columbia and the Library of Congress. The enthusiastic response has resulted in the scheduling of more such trips in 1973-74.

Library Use

Use of the collections leveled off in all areas except Main Reserve, Undergraduate Reserve, and UGL Non-Print. Use in these areas rose by 222%, 109% and 155% respectively. The Main Reserve increase included a gratifying 200% increase in microform usage.

Physical Facilities

The Biology, Engineering, Science and Music Libraries continue to suffer from extreme space limitations. It was necessary to reduce seating in Biology and Engineering this past year to avoid storage of materials less than ten years old. The storage of Science materials was avoided by taking over three adjacent rooms. The physical layout of the enlarged Science Library is very clumsy, however, occupying two floors, two wings and requiring two widely separated entrances.

A request to relocate Music is pending. Relocation to the second floor of the Music Building would provide an additional 600 square feet, enough for three years of growth without resorting to storage.

Constant shifting of materials is necessary in the stacks of the Main Library as the shelves are loaded beyond optimum capacity.

Services Improvements

Automated Circulation

Undergraduate Library circulation was automated in February 1973, reducing the time for charging materials from minutes to seconds. The only serious problem has been a high incidence of poor quality identification cards. The success of the system has stimulated planning for automating Main Library circulation in January 1975.

Telephone Xerox Service

Faculty continue to make modest use of the experimental telephone xerox service. For a nominal 50¢ service charge the staff will look up a call number, retrieve material from the circulation stacks, have it reproduced at the regular rates, mail or deliver the copy, and return the original to the collection. The service will be expanded to other units if the experiment is successful.

Non-Print Materials

Audio-tape use rose 34% over the previous year, but the success of the slide program has been even greater, increasing nearly 680% between Fall 1972 and Spring 1973. The slide facilities were expanded during the year and will have to be doubled to 18 individual and 2 group viewing units in 1973-74. Audio channels will be expanded from 10 to 16 during the next fiscal year. Video-cassettes will also be added to offer patrons all the major non-print media suitable for individual use.

Future Services

Map Collection

Planning was begun for a map collection to complement that of the Geology and Geography Map Library. Major users would be faculty and students in the social sciences and humanities. Approximately 500 maps will be purchased in 1973-74. The College of Liberal Arts has suggested that the Geography and Geology Map Collection be transferred to the UTK Library and that space for this collection be provided in the planned Science-Technology Library. A decision should be made soon.

Current Periodicals

More than 600 periodicals were transferred to Main Reserve from the Reference Department and the Circulation Stacks. The transfer has provided greater security for these frequently consulted titles and has made it possible to provide more assistance and more frequent reshelfing.

Serials Holdings List

Title, holdings, location and call number data has been key boarded for over six thousand serial titles. More than a hundred copies of the Serials Holdings List will be distributed by October 1973, facilitating access to the serials record anywhere on campus or in the state.

New Acquisitions Lists

Design work on an automated purchase-order writing system will begin in November 1973. It may be practical to produce new acquisitions lists as a by-product of the new order writing system. If so, computer-produced new acquisitions lists will be distributed to interested faculty.

Problems

Proxy Borrowing

Proxy borrowing was formalized for the protection and convenience of faculty members who wish to authorize their secretaries or assistants to borrow on their behalf. Loans to faculty dependents were set up as "courtesy loans," subject to the same regulations as student loans. Unfortunately, a number of faculty members have extended proxy privileges to dependents, friends and students not entitled to extended loan privileges. The problem is still being studied.

Faculty Overdues

Faculty overdues continue to increase, numbering over 3,500 per quarter this past year. The Faculty Senate passed a resolution in May 1973 endorsing sanctions against faculty who ignore two recall notices after materials have been out for more than one year. A straw vote of the Senators showed a marked preference for fines rather than curtailment of library privileges. Discussions with the University Administration are in progress.

Administrative Organization

Subsequent to the retirement of Associate Director Ruth Ringo in late 1970, a divisional style of library administration was established. Mac Abel, former Assistant Director, assumed responsibility for the public services division; George Shipman of the Library of Congress was appointed to head the administrative services division, the creation of which has resulted in dramatic improvements in binding, systems analysis, personnel, fiscal control, and short-range planning. The position of Associate Director for Technical Services was not filled but became the responsibility of the Director of Libraries to whom these departments have reported for over two years. The Director is less and less able to devote the attention required effectively to perform this dual-role. A Technical Services headship should be established in 1974-75.

LIBRARY, THE UNIVERSITY OF TENNESSEE/KNOXVILLE

LIBRARY PURPOSE

The University of Tennessee/Knoxville Library as the premier research library of the State seeks to support and stimulate undergraduate instruction, graduate instruction and research, and faculty research and service on the Knoxville campus and to respond to the needs of scholars by providing access to recorded information.

ONGOING PROGRAM OBJECTIVES

1. Establish library requirements for campus instructional and research programs by maintaining regular contacts with academic departments and administration and being actively involved in committees concerned with topics having implications for library resources and services.
2. Increase and maintain the acquisitions budget to reflect the number and level of programs as well as the number of students served.
3. Acquire and service all necessary recorded information, both print and non-print, in those fields pertinent to the programs of the University.
4. Develop and maintain a clear definition of scope of collection for each library unit on the campus in order to minimize the fragmentation and duplication of resources.
5. Process, on a current basis in the LC classification, all materials except manuscripts, fiction, UT theses and dissertations, juvenile materials, primary and secondary texts, and ephemeral materials.
6. Develop and maintain a strong service-oriented staff, adequate in number, through systematic recruitment, orientation, in-service training, specialization, advancement, and competitive remuneration.
7. Accommodate collections, patrons, and staff in physical facilities offering ready access to and usage of materials under optimum conditions.
8. Administer the collections in a manner that will facilitate access by all users.
9. Maintain materials in good physical condition through an active binding and preservation program.
10. Develop and maintain systematic planning and reviewing procedures to ensure maximum utilization of personnel and financial resources.
11. Develop a commitment to long-range planning for constructive development of the collections to support teaching, research and service.
12. Review professional and technological developments for possible application in the library system.
13. Maintain a constructive working relationship with other libraries and associations to enhance access to other resources and to effect the development of mutually advantageous approaches to collection policies and interlibrary exchange.
14. Implement and maintain an orientation and education program for library patrons for maximum utilization of resources and facilities.



Serials Department
University of Illinois Library
Urbana, Illinois 61803

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THE UNIVERSITY OF TENNESSEE/KNOXVILLE LIBRARY

ANNUAL REPORT 1973/1974

COLLECTIONS

The collections grew by 48,551 volumes during the year, a rate of 1,211 volumes greater than 1972-73, but down substantially from the 53,795 volumes added in 1971-72. The small increase in acquisition rate required an increase of \$266,000 in acquisition expenditures, including a \$150,000 increase in the base budget and two special appropriations. Inflation and devaluation were nearly double the 15% rate projected.

A major effort was made to fill in the serious gaps in serials holdings. Several dealers submitted quotations using the newly published UTK LIBRARY SERIALS HOLDINGS LIST. Orders were consolidated and quantity discounts up to 40 per cent were negotiated. Purchasing power was, therefore, substantially increased.

On June 30, 1974, there were 1,173,886 volumes in the collections, approximately two-thirds the number that an institution serving the number and variety of programs the UTK Library serves should have, according to the Tennessee Higher Education Commission's "Higher Education for Tennessee's Future." The deficiency is dramatically illustrated by a regional comparison of collection sizes, as of June 30, 1973:

1. Texas	3,330,871	11. Joint Univ. Libs.	1,220,122
2. Duke	2,438,962	12. Southern Methodist	1,216,576
3. North Carolina	1,958,941	13. Oklahoma	1,204,276
4. Florida	1,632,952	14. Texas Tech	1,185,211
5. Maryland	1,521,288	15. Tulane	1,163,970
6. Louisiana State	1,431,893	16. Tennessee	1,125,335
7. Virginia	1,367,991	17. Mississippi	1,110,299
8. Georgia	1,327,192	18. Oklahoma State	1,091,180
9. South Carolina	1,291,549	19. Miami	1,083,677
10. Kentucky	1,280,572	20. Emory	1,051,665
		21. Florida State	1,017,093

DEPARTMENTAL ALLOCATIONS

Departmental allocations were increased, both by adding funds and by relieving them of the burden of paying for English-language publications from Europe. Currently published monographs in English from ten European and British Commonwealth countries are now received on approval and charged to

general unallocated funds. Departmental allocations are now charged only for retrospective purchases, foreign language monographs, irregular serials, and the first year of a periodical subscription.

An allocation of \$10,000 was set up for Special Collections, the first time that the department had enjoyed a firm commitment for planning its collection building.

[NON-PRINT MATERIALS]

The audio-tape collections of Undergraduate Non-Print and the Music Library were increased by more than one thousand titles. The number of slide carousels in UGL Non-Print increased by more than three dozen and for the first time video cassettes were added, nearly a hundred titles. The growth of holdings, the strong emphasis on equipment maintenance and the vigorous promotional efforts of staff were responsible for the doubling of use to over 60,000 for the year, the majority related to class assignments.

[COLLECTION PRESERVATION]

The physical condition of the collection continues to be of concern. A concentrated effort has been made during the past two years to bind U.S. documents, but little has been done to rebind or repair the more than 100,000 volumes in need of attention.

Binding and Preservation has assumed responsibility for the cleaning of the collections and has set up a schedule to do all libraries on a twice yearly basis.

[SECURITY]

Losses, while modest when compared with those experienced elsewhere, are increasing rapidly. It became necessary to install an electronic security system in the Law Library to ensure proper charging of materials. A similar system should be installed in the Undergraduate Library, as its materials are also in very heavy demand from increasingly competitive students.

The need for such a system in the Main Library cannot be accurately assessed until the "stuffing" of machine-readable circulation cards is completed in early 1975. An inventory is planned for other units.

ACCESS TO COLLECTIONS

Good library collections are of little value if they are not accessible. Factors in facilitating access are cataloging and classification, adequate physical facilities, assistance by staff, selective duplication, and prompt return of materials. Significant strides were made in all areas, but the need remains to develop a measurement of the "success rate" of patrons in obtaining the information they seek. Faculty "overdues," as much a source of irritation to students as a problem of access, remain numerous.

CATALOGING AND CLASSIFICATION

The cataloging and reclassification of the Law Library collection was completed after two years. All microforms not previously cataloged and classified were also processed. The United Nations documents were completed. United States documents and agricultural extension publications will be reclassified by September 1974. At that time the card catalog will be what by definition it should always have been--the point of access for the holdings of the library.

The best measure of increased productivity of the departments in Technical Services is the 15 per cent increase in the production of catalog cards. Staff increased by only 4 per cent.

Backlogs developed in Acquisition and Processing, however, as the result of a marked increase in requests that had to be processed even though not all could be ordered. Future additions to the acquisition budget will have to be balanced with staff increases so the material can be promptly checked, ordered, received, processed and made available for use.

PHYSICAL FACILITIES

Improvements in graphics, lighting and wall finishes have made the libraries more inviting this past year, but the declining custodial service has been discouraging. More negative comments from patrons are received in the suggestion boxes on this matter than on any other. Staff morale is also adversely affected by overflowing waste baskets, littered stairs, and dirty restrooms.

It became necessary to reduce the seating capacities of Biology, Engineering and the Main circulation stacks to accommodate collection growth. By 1980-81, all seats will have to be removed from the Main circulation stacks, forcing patrons to charge materials for use elsewhere.

The Music Library has been rearranged to accommodate collection growth without a loss of seating capacity. It will be necessary to begin removing seats within a year.

The highlight of the year was the beginning of work on the expansion of the Main Library air-conditioning system. While the temporary relocation of Main Reserve handicapped the staff in giving service, the better climate control should increase use after the work is completed early in 1974-75.

The "Long-Range Physical Facilities Projection" is being revised to document UTK Library system-wide needs and alternative solutions, mid- and long-range. Completion is scheduled for late August 1974.

PUBLIC SERVICE STAFF

The addition of a clerical position to each of four branch libraries has improved service at nights and on weekends. The creation of a Law Reference Librarian position has made it possible for patrons to obtain professional assistance in accessing and interpreting the collection.

Several subject bibliographies were produced, including six in the new LIBRARY RESOURCES series. Dozens of bibliographic lectures were given to classes, ranging from Communications to School Health. The self-guided audio-cassette tour developed for the Undergraduate Library was very successful. A similar tour is being planned for the Main Library. There is little demand for the reinstatement of the large group tours. Point-of-use instruction using a continuous-loop audio-tape cannot yet be evaluated, due to poor equipment performance.

Library faculty undertook regular teaching assignments in Music, Law, Black Studies and Library Science, further improving contacts with students and faculty.

Reference specialization was initiated for Main Reference and branch libraries. Candidates for such positions will in the future have to have a second master's in an appropriate subject field or be prepared to pursue work toward such a degree. The additional specialized training will prepare these staff members to give more specialized service, including preparation of bibliographies, special lectures and materials selection.

Access to external resources deteriorated, as the small Inter-library Loan staff could not keep up with a 12 per cent increase in requests. A position was transferred from Undergraduate Circulation in June 1974 to reduce the turnaround time to less than a week.

DUPLICATES

The University of Tennessee/Knoxville Library, like most academic libraries, has sought to avoid the purchase of duplicate copies, as each duplicate displaces the acquisition of a first copy of something else. This policy was modified this past year to provide more copies of some titles in the Undergraduate Library. Books for which two or more "holds" have been placed are reviewed for duplication, as are those which have otherwise been identified as frequently circulated titles. The "success rate" of patrons on their first search for a particular title should rise as more duplicates are purchased.

Efforts are also continuing to relocate materials so that less units will have to be visited to get most of the titles on a particular subject. Several thousand volumes peripheral to the libraries in which they were located were transferred at the initiative of the Library Scope Committee and branch libraries.

LIBRARY USE

Main Library materials use was up 16 per cent for the year. Main Circulation was up 35 per cent until the noise and dust created by the expansion of the air-conditioning system made the area undesirable even to visit. Undergraduate Library materials use remained at the 1972-73 level, except for a dramatic 191 per cent increase in Non-Print. Branch libraries, except Law, showed an increase of 23.9 per cent. Law statistics could not be tabulated due to changes in counting in-building use.

Off-campus patrons increased in numbers, but continue to rely on making requests by telephone or interlibrary loan. Over one third of the thousands of phone queries handled by Main Reference came from persons not associated with UTK and more than ten thousand interlibrary loan transactions were processed.

FACULTY OVERDUES

Efforts to have faculty account for materials they have held for more than one year have not been successful. It appears that sanctions will have to be imposed to obtain cooperation. The Faculty Senate has endorsed sanctions in principle. A plan is being developed for implementation in the coming academic year.

NEW SERVICES

Ephemeral materials collections in Main and Undergraduate Reference were significantly expanded and greater effort was made to make patrons aware of the value of using pamphlets and other materials that are currently useful but too quickly out-dated for inclusion in the permanent collection.

Maps have been added to Main Reference. Only a few hundred maps to serve patrons not served by the Geology and Geography Map Collection have been acquired, but most non-research needs can be met by the carefully selected and fully cataloged and classified collection.

Machine-stored data bases such as ERIC (Educational Resources Information Center), CAIN (Cataloging-Indexing System), PASAR (Psychological Abstracts Research and Retrieval), MEDLINE, CHEMCON, COMPENDEX, can be accessed through the Interlibrary Loan Department. The cost of such searches is borne by the patron. Costs range from \$25 to \$75 per hour of machine-searching time.

A Serials Holdings List was distributed to all academic departments. One may now check a serial title and determine holdings, location and call number without leaving his/her department.

Telephone copy service is now available to all faculty and staff who have accounts to which the cost of photocopies and the \$0.50 service fee may be charged.

Assignment Alert was instituted on a trial basis during Spring and Summer 1974. The program provides faculty with simple forms to complete to alert a department of the UTK Library that an assignment requiring the use of library resources has been made. Library staff can then identify the materials needed by students and can see that they're not all charged out by the first few students to reach the library. This service functions as a complement to the already-existing Reserve program.

MANAGEMENT REVIEW AND ANALYSIS PROGRAM

The exhaustive review undertaken by the library faculty and staff in 1973-74 will require three years of review and implementation.

The major thrusts of the report were reorganization, planning, and staff development.

Reorganization of technical services was the subject of several meetings during the Spring of 1974. Consensus was reached to reorganize Acquisition and Processing into four departments effective July 1, 1974.

The Monographs Order, Serials Order, Cataloging and Preparations departments will each be small enough to permit good interactions among staff, yet large enough to perform several closely related activities. The departments will report to the Associate Director for Technical Services, a position not filled the past three years to permit the reassignment of funds to the achievement of other important goals.

The recommendation that a Collection Development Librarian position be created was also adopted. The Collection Development Librarian will seek to stimulate and coordinate selection by teaching, research and service faculty. Only expensive, duplicate, and out-of-scope requests will be reviewed. Other requests will be honored if funds are available in the departmental allocation.

Planning was improved by having library departments develop departmental objectives and goals within the framework of The University of Tennessee Library objectives. All budget requests had to be based on departmental goals and had to be projected for three years.

Staff Development was created as a separate office in January 1974. The position of Administrative Assistant for Personnel was eliminated and the duties transferred to the Business Manager's office. The Staff Development Librarian developed a CHECKLIST OF STAFF DEVELOPMENT OPPORTUNITIES, bringing together information on travel, continuing education, in-service training, orientation, etc. Several new programs have been initiated or expanded, including a training program for library department heads, inter-departmental staff exchanges, and monthly seminars featuring prominent librarians and authors, among them ALA President-elect Holley, ALA Executive Director Wedgeworth, Ohio State Director Atkinson, LC Processing Department Executive Officer Zimmerman, Fisk Director Smith and JUL Director Grisham.

Greater awareness of personal development for present and future job assignments has led to a marked increase in publishing and teaching. Several library faculty have obtained UTK "Mini-Grants" and one has been awarded a Council on Library Resources Fellowship. There has also been a dramatic increase in the number of committee assignments held by library faculty, within and without the University. Critical curriculum committee assignments are only held in three colleges, however.

There has been considerable interest expressed in the above developments. More than twenty librarians from institutions ranging from Toronto, Canada, to Tallahassee, Florida, spent a day on campus on June 11 to hear a critical report on the UTK Library's efforts to study and reorganize itself.

COMING UP IN '74-'75

Consolidation of the Biology, Engineering and Science Libraries is planned for September 1974. There has been agreement for a decade that the libraries would be consolidated in the proposed Multi-Disciplinary Building. The critical space shortage in Biology and Engineering has compelled the interim consolidation in Dabney-Buehler Hall, site of the Science Library. The new Science-Engineering Library will occupy two separate floors, requiring that the collection be divided between actively used and lesser-used materials. This disadvantage will, hopefully, be offset by the increased ability of the staff to serve patrons when three locations are merged.

Main Non-Print is tentatively scheduled to be established in January 1975. The department will be located in the newly remodeled and air-conditioned basement and will have all the microforms now shelved in Main Reserve. Audio-tapes of research value will be added at a later date.

The removal of microforms from Main Reserve will make it possible to transfer nearly all current periodicals (over 6,000 titles) from the Main Circulation stacks, improving access and security. The stacks will therefore be able to accommodate more books and bound periodicals.

SOLINET (Southeastern Library Information Network) is a regional effort to maintain a machine-readable data base of cataloging information. A contract has been signed with the Ohio College Library Center, a non-profit data base of nearly one million titles, while an Atlanta data base is developed. The UTK Library will take delivery of two computer terminals in April 1975, giving it access to cataloging information more quickly than before, thus reducing the time required for materials to reach the shelves.

A microfiche edition of the catalog is badly needed, but no funds have been available. Supplementary funds will be sought in 1974-75 to undertake the reproduction of the entire catalog on microfiche and the production of enough copies to place a set in each major academic building. This will make it possible for faculty and students to determine the holdings and locations of materials for all libraries on campus without going to the Main Library to consult the union card catalog. Those trips that are made should be more productive.

Council on Library Resources Internships have been given to five promising librarians. Each will spend a year at a research library to observe and participate in the management of the library. Ms Barbara von Wahldes, Assistant Director for Technical Services at the University of West Florida, will be at the UTK Library beginning September 9, 1974. Her salary will be borne by the Council.

Supporting personnel were scheduled to receive salary increases averaging 10.5 per cent on July 1, 1974. There was a generally favorable response to the amount of the increase, but there was much unhappiness over the fact that new appointments will be made at the same salary as will be paid to a majority of veterans of one to five or more years of service. The commitment of only one-half per cent of the increase to merit was also a matter of concern. It is imperative that the merit program be made credible by making it a more substantial part of the salary increase. The UTK Library's department heads have recommended that at least half of next year's increases be designated as merit. The recommendation will be communicated to the University Administration.

The UTK Development Program has been discussed for two years, but no decision appears yet to have been made on program priorities. We have recommended a million-dollar campaign for library materials or for a naming grant for a new building. A campaign of this type has broad appeal to graduates of all of the institution's colleges, and donations from \$10 up can be recognized with an appropriate bookplate. We would prefer to be the beneficiary of such a campaign once in a decade or two than be a small part of each year's comprehensive campaign. The focused campaign gives greater visibility to an activity and makes it possible to meet the major needs that exceed a single year's proceeds from a general campus-wide campaign.

Richard W. Boss, Director
University of Tennessee/Knoxville Library
August 28, 1974

LIBRARY PURPOSE..... The University of Tennessee/Knoxville Library as the premier research library of the State seeks to support and stimulate undergraduate instruction, graduate instruction and research, and faculty research and service on the Knoxville campus and to respond to the needs of scholars by providing access to recorded information.

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THE LIBRARY OF THE

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UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN

LIBRARY
THE UNIVERSITY OF TENNESSEE
KNOXVILLE

BIENNIAL REPORT OF THE DIRECTOR
1975/76-1976/77

DONALD R. HUNT, DIRECTOR
June 30, 1977

L I B R A R Y
THE UNIVERSITY OF TENNESSEE
KNOXVILLE

BIENNIAL REPORT OF THE DIRECTOR
1975/76-1976/77

DONALD R. HUNT, DIRECTOR

June 30, 1977

THE UNIVERSITY OF TENNESSEE/KNOXVILLE LIBRARY

BIENNIAL REPORT OF THE DIRECTOR
1975/76 - 1976/77

INTRODUCTION

Since there was no annual report for the year 1975/76, this document will cover the two-year period of July 1975 through June 1977. The statistics presented in the report will be placed in the appropriate year, but the text will encompass the two-year span and will not necessarily differentiate between the two academic years.

Richard Boss, who followed William Jesse as director of libraries in 1970, resigned in June 1975 to become the University Librarian at Princeton. For the following year, Gene M. (Mac) Abel served as acting director, and Donald R. Hunt was appointed as director in May 1976.

COLLECTIONS

The growth rate of the collections is directly related to the amount of the acquisition budget and to the inflation rate. Chart I compares the growth of the collection with the book budget.

CHART I
Expenditures for materials, volumes added and size of collection
1966/67 - 1976/77

FISCAL YEAR	BOOK AND PERIODICAL EXPENDITURES	VOLUMES ADDED	TOTAL COLLECTION
1966-1967	\$ 551,155	58,460	829,222
1967-1968	586,869	68,356	895,172
1968-1969	655,645	68,162	960,678
1969-1970	625,119	67,868	1,025,508
1970-1971	645,378	69,562	1,091,708
1971-1972	653,378	69,382	1,077,995
1972-1973	805,656	53,795	1,125,335
1973-1974	1,062,002	53,820	1,173,886
1974-1975	1,119,111	60,474	1,229,423
1975-1976	1,267,014	59,900	1,280,388
1976-1977	1,393,590	59,006	1,332,782

As a frame of reference it is interesting to note where Tennessee stands in relation to comparable institutions in the South.

CHART II
Book Collections of Twenty Southern Schools, June 30, 1976

SCHOOL	VOLUMES HELD	SCHOOL	VOLUMES HELD
1. Texas	3,878,535	11. Emory	1,396,581
2. Duke	2,764,348	12. Southern Meth.	1,354,732
3. N. Carolina	2,192,224	13. Oklahoma	1,338,802
4. Virginia	2,083,424	14. Joint Univ.Libs.	1,336,477
5. Florida	1,807,242	15. TENNESSEE	1,280,388
6. Georgia	1,619,104	16. Mississippi	1,264,045
7. LSU	1,603,282	17. Tulane	1,245,664
8. Kentucky	1,555,537	18. Miami	1,171,186
9. Maryland	1,534,498	19. Florida State	1,167,970
10. S. Carolina	1,457,350	20. Oklahoma State	1,158,881

While comparison of volumes held does not take into account such issues as the quality of the collections, its accessibility to the patron, or the requirements of a particular campus or library system, the size of a collection has a direct relationship with the chance that a particular title will be in the collection. The Tennessee Higher Education Commission has recognized that the UTK Library is over a half-million volumes short of the ideal number to support the teaching and research needs of the campus. It is hoped funds above those generated by the formula will be made available to correct these deficiencies. It is a promising sign that THEC recognizes that the need for greater resources to support the graduate programs on this campus and student hours generated in these areas will be weighted to effect more dollar support. An interesting comparison is presented in Chart III, based on the Washington State formula for collection measurement.* A model budget is formulated on the number and level of programs on the campus, size of faculty and student body and other easily quantifiable units. While few universities have the resources to provide the library budgets generated by this formula, it does serve as a common measuring instrument.

*Washington (State) Interinstitutional Committee of Business Officers, "A model budget analysis system for Program 05 libraries." Office of Interinstitutional Business Studies, c/o The Evergreen State College, Olympia, Washington. March 1970.

CHART III

Volumes held and percentage of adequacy in 8
Major Southeastern schools as of June 30, 1976

INSTITUTION	TOTAL LIBRARY UNITS ¹	PER CENT OF ADEQUACY ²
1. Virginia	2,349,102	113.24
2. North Carolina	2,394,046	92.50
3. Kentucky	1,798,521	78.20
4. Georgia	1,838,713	75.73
5. Louisiana State	1,727,193	73.22
6. Florida	1,981,893	70.31
7. TENNESSEE/Knoxville	1,413,024	58.89
8. Alabama	1,018,853	47.82

LIBRARY BUDGET

Appendix I reviews the library budget and expenditures for the past six years. That the library has been able to expend over 35% of its resources for the acquisition of library materials is a credit to the UTK administration's sympathetic response to the need for improving the gap between THEC formula dollars and allocated ones. Gifts and foundation funds have enabled the library to increase by several points the percentage of the total budget expended for materials. Although this is a respectable percentage, since the national average is around 30%, it does not obscure the fact that increases in the book budget are hardly keeping up with inflation and that many campus departments expend their allocations in three or four months. Another concern is that several of the service points are undermanned and there is a need for more library faculty and support staff. Operating expenses have also been subject to the inflationary spiral. It is hoped the fixed costs of personnel and operating will not begin to erode the book budget. A library is more than a warehouse full of books, and there must be adequate staff for processing incoming material and providing reference service to the collection.

¹Total Library Units as of June 30, 1976

²Adequacy in relation to number and level of programs computed using the Washington Formula cited in Washington (State) Office of Interinstitutional Studies. A MODEL BUDGET FOR PROGRAM 05 LIBRARIES. Olympia, Washington. March 1970.

INFLATION

The inflationary spiral must be considered along with the budgeted funds available for book and periodical purchases. A recent article by Clasquin and Cohen, "Prices of Physics and Chemistry Journals," SCIENCE, v.197, July 29, 1977, p. 432-438, shows that the average price of a physics journal in 1967 was \$48.55 and has increased to \$165.71 in 1976, an approximate 241% increase. Using a Consumer Price Index figure of 100 for 1967, the index figure for the physics journal price in 1976 is 341.32, or more than double the CPI of 170.5 for all items that year. The price of chemistry journals jumped from \$50.23 to \$148.81 for an approximate 196% increase during the same time period. The CPI figure of 296.26 is almost 75% greater than the CPI for 1976. The price of physics journals ranged from \$7.74 a year to the top of \$1,540.80 for the title NUCLEAR PHYSICS, A AND B. Chemistry journal prices ranged from \$7.50 to \$961.50 for the JOURNAL OF ORGANOMETALLIC CHEMISTRY.

The authors present a myriad of figures showing inflation rates in other subject fields as well. The literature is abundant with similar articles. The obvious significance in any inflationary spiral is that the dollar buys less. However, there is another concern with library acquisition budgets. The inflation rate is considerably greater with periodical and serial publications than with monographs. Consequently, each year the standing serials commitments encompass more and more of the budget for monographs. The UTK Library now subscribes to over 20,000 periodicals and serials and there is constant pressure to start new subscriptions in nearly every field. Last fiscal year 67% of the total acquisitions budget was spent for serials. If the present trend continues there will not be any funds left for the purchase of monographs.

COLLECTION DEVELOPMENT

The third anniversary after establishment of the Collection Development Office in July 1974 shows some progress in projects begun during earlier years: i.e., accomplishment of guidelines for a cooperative effort between this office and the core of reference specialists, and a final draft of the first step in developing a selection and ordering policy. This statement and the library sections of the University's Long-Range Planning document supply substantial material for establishing purchasing strategy during the coming year.

Meetings with faculty representatives have generated increased interest in library services and its collections. Activity of the faculty in selection of materials has grown, resulting in an expenditure of \$1,393,590 in fiscal year 1976/77, an increase of approximately \$127,000 over the previous year. Two open meetings for faculty representatives were held, one in October, another in March, and the evaluation process for review of the Ph.D. programs has kept pace with the schedule set by the Graduate School.

Despite the change in approval-plan vendors, which showed a marked increase in the number and quality of materials received, the request-card approach which parallels this effort has increased. Attempts are being made to determine means for automatic receipt of needed materials not presently being received on approval, and the identification of necessary research materials continues.

The Collection Development Librarian's area of responsibility includes the Library Development Program. She receives and acknowledges gifts, writes, edits and supervises the production work of the Library Development Program Report, and organizes the reception for friends and benefactors each spring.

Efforts on behalf of the Library Development Program, in conjunction with the Department of Development, produced another in the series of Friends and Benefactors Receptions on March 20, 1977, and copy for the 16th Library Development Program Report, published in September 1977.

Of the \$16,107 received in cash contributions, \$12,650 was specified for the Library Development Fund, \$3,457 for nineteen of the forty-three endowment funds. Interest from these endowment funds makes available approximately \$27,000 each year for expenditures. Forty-seven thousand dollars, a combination of accrued interest from several of these funds and \$20,000 from the Library Development Fund, was used to offset over-expenditures which occurred in practically all allocations.

Gifts of books and periodicals amounted to 9,015 pieces, 6,665 of these being paperbacks or issues of periodicals. Of the 2,350 hard copy books received, approximately 10 per cent were considered appropriate for addition to the collection.

ADMINISTRATIVE SERVICES

The Auxiliary Services Department is responsible for the library's duplication unit, supply room, receiving and shipping activities, equipment inventory control, installation and maintenance of equipment. In addition to providing immediate copy service for patrons and library departments, the duplication unit microfilms library records, prints a large per cent of the library's forms and publications, mounts slides, produces cards for the catalog that are not available through the computer cataloging complex, and a host of other activities.

There is a constant relocation of shelving and equipment in all library locations, as the space problems become more acute each year. Manpower and the planning of such moves are provided in most part by Auxiliary Services. A large per cent of their time is devoted to the maintenance of the electronic equipment in the Undergraduate Non-print Department, the Music Library and Main Non-Print.

The Binding and Preservation Department assumed an additional work load this past year because of the reorganization of the Technical Services Division. To prevent an unnecessary flow of material, some procedures formerly done in Technical Services were transferred to Binding. One staff member was also moved to perform the work. Binding and Preservation is suffering from insufficient space, and this year has had an unusual turnover in staff.

The Business Office is responsible for processing personnel actions, and works closely with the library department heads and the campus personnel office, coordinating the announcement of vacancies and arranging the interview process for support staff and student employees. Over 800 personnel actions were initiated last fiscal year. This year the personnel activities will be made the responsibility of the Staff Development Office. One of the major responsibilities for the Business Office is the preparation of the library budget in close conjunction with the Associate Director for Administrative Services. The 1977/78 budget request was more detailed than in previous years due to a requirement to prepare requested budget allocations to the object code level. Another responsibility is to account for library expenditures. This entails checking library accounts with the Treasurer's Office reports which continue to be a problem, particularly near the end of the fiscal year. The major problem is to account for the expenditure of the acquisition budget. This year the Business Manager will work with Monographs Order and Serials to develop a more responsive system.

The library Systems Analyst is part of Administrative Services, and the activities and responsibilities of this position cut across nearly all library operations. The Systems Analyst is also the chief liaison officer with the University Computer Center. Maintaining and refining the circulation system is a continuing activity of the Analyst. Working with the programmer in the Computer Center, the Systems Analyst has formulated plans to obtain historical and management data from circulation transactions recorded on computer tapes for the past couple of years. A major project this year was working with the Serials Department to develop the third edition of the Serials Holdings List and to provide for monthly cumulative updates. Automating the order and payment procedures in the library is one project which has been delayed for several years. This would involve not only the automation of the outstanding orders file, purchase-order writing, etc., but a better fiscal accounting system, which would also produce management data such as the distribution of the book and periodical expenditures by campus departments and academic disciplines.

When the head of the Monographs Order Department resigned this spring, the Systems Analyst was made acting head so that he might obtain direct experience with the operations. However, plans in this area are again delayed, as the Systems Analyst resigned this June to take a position with TVA.

The Staff Development officer works within the Administrative Services Division. This position has been vacant for several months since the incumbent resigned to take a similar position with TVA. The Staff Development officer coordinates staff training, develops continuing education programs, works with department heads in recruitment of support staff and student employees, is the chief liaison officer with the campus personnel office in the interpretation of policies and procedures for hiring, dismissal, grievance procedures, etc., and works directly with the library administrative officers in a staff role in the recruitment of new library faculty. Such activity includes assistance in writing job descriptions, advertising positions, developing candidate pools and all the paper work involved in these activities. The Staff Development Officer serves as the library's Affirmative Action officer.

PUBLIC SERVICES DIVISION

Chart IV on page 8 presents a ten-year review of reference questions handled and the circulation of material. While this is an indicator or measurement of activity, it does not reflect the thousands of items consulted in the libraries or the thousands of patron contacts that do not become reference questions per se. With many individuals recording such contacts, there is also considerable inconsistency of interpretation. The 342 per cent of increase of Main Library's circulation over a 10-year period is a dramatic one; the recent decrease in circulation statistics may reflect the change of teaching patterns.

Main Library Reference Department: Automated information retrieval, using a computer terminal to access data bases, was moved from Interlibrary Services to the Reference Department, and all reference librarians are gaining experience in developing the strategies for computer searching.

Library instruction is presented on a day-to-day basis at the reference desk, and approximately 100 formal lectures to seminars and formal groups were also made by the staff. The development of library subject specialists provides more in-depth reference skills to aid the patron at the reference desk, to present lectures, prepare bibliographies, participate in book selection and other collection development activities, as reviewing gifts and deciding on the final disposition of withdrawals and transfers.

Interlibrary Services: With shrinking budgets and purchasing power, the sharing of library resources within the region, state, and nation becomes more essential each year. Last year UTK patrons requested 4,497 books or journal articles lacking in the collection; 3,681 of these were filled. Requests from other institutions to borrow UTK material amounted to 15,663, of which 10,591 were filled. Many of the unfilled requests were referred to other possible sources. Thus a total of 20,160 requests were received, and 14,272 were filled. It is interesting to

CHART IV

LIBRARY USE AS REFLECTED BY ITEMS CIRCULATED AND REFERENCE QUESTIONS ANSWERED

75/76-77/78

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ITEMS CIRCULATED									
Date	Main	UGL	AG	Law	Music	S/E	Bus. Adm.	Education	Total
1967	160,108	179,750	17,239	--	--	54,902	35,096	50,763	497,858
1968	167,677	178,405	17,535	--	--	65,951	34,854	58,263	522,685
1969	186,096	214,202	20,208	--	--	66,033	35,221	68,939	590,699
1970	161,573	243,311	21,469	--	--	72,798	--	70,709	569,860
1971	170,789	307,158	24,195	--	8,826	92,950	--	69,133	673,031
1972	559,787	577,747	42,437	20,117	30,958	104,008	--	--	1,335,054
1973	530,722	746,976	31,849	146,639	21,996	115,569	--	--	1,593,751
1974	613,523	762,342	40,777	86,325	27,192	141,924	--	--	1,672,083
1975	662,755	748,559	52,496	101,885	30,115	144,631	--	--	1,740,441
1976	720,173	824,179	63,078	131,441	36,491	156,078	--	--	1,931,440
1977	707,682	750,623	52,365	87,571	34,282	137,260	--	--	1,769,783

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REFERENCE QUESTIONS ANSWERED									
Date	Main	UGL	AG	Law	Music	S/E	Bus. Adm.	Education	Total
1967	8,923	7,823	857	--	--	3,061	1,204	856	22,724
1968	12,644	8,749	1,284	--	--	4,873	1,546	1,202	30,298
1969	12,782	9,821	2,196	--	1,500	4,772	1,467	3,043	35,581
1970	10,847	14,657	2,574	--	--	5,176	--	5,778	39,032
1971	12,363	15,991	3,126	--	2,058	5,373	--	4,774	43,685
1972	85,151	63,001	8,422	2,592	3,126	20,062	--	--	182,354
1973	111,641	95,329	10,603	6,818	1,374	29,880	--	--	255,645
1974	122,585	72,128	16,927	6,148	3,659	27,297	--	--	248,744
1975	132,392	67,894	20,553	4,176	3,500	50,572	--	--	279,087
1976	137,898	82,226	18,933	4,525	3,389	39,379	--	--	286,350
1977	148,422	92,094	19,177	2,314	3,359	22,054	--	--	287,420

note that 74% of the filled requests were loans to other libraries vs 26% that were borrowed for UTK patrons. UTK continues to be a primary resource for the state, with 65% of the filled requests going to state institutions. In the future, several events are likely to influence interlibrary lending and borrowing. The new copyright law becomes effective January 1, 1978, and this will necessitate more elaborate record keeping, but should provide more specific information on journal titles in demand by UTK users. Developments toward a national periodical bank and national planning for resource sharing will help meet procedural needs for cooperative sharing and make known many sources of materials. The lack of activity on the state level after the initial review of the Booz, Allen, Hamilton report and the dissolution of the THEC Library Advisory Committee suggest a decrease in interest and momentum to develop a more effective intrastate network for resource sharing in Tennessee.

Undergraduate Library: As in the Main Library and the branches, the reference librarians participate in collection development activities preparation of bibliographies and library orientation. A major challenge this year was to provide library instruction requested by the Biology Department for 1,400 freshman assigned to write term papers.

The Non-Print Department continues to expand its services and collection as faculty and students become aware of the available services. The continued growth of the collection to encompass every discipline indicates the wide-spread acceptance of these media. The idea that print and non-print materials should be combined as instructional and informational resources for use in the teaching/learning process has been basic in the development of this library service.

One of the major issues concerning the Undergraduate Library is the attempt to define more closely what its book and journal collection should contain. With six library units on campus, it is not always easy to determine where a book should be placed or if duplication of material is necessary. This issue is particularly acute between the Main Library and the Undergraduate Library. Better guidelines will be developed this year.

Agriculture-Veterinary Medicine Library: Though much remains to be done, a solid beginning has been made in building up the collection in veterinary medicine and allied fields. This has been a continued development over the past several years in preparation for the opening of the school in 1976/77. Augmentation of the library budget with funds from the school has aided this process considerably. The new veterinary medicine building, which will house the re-located Ag-Vet Med Library, is scheduled for completion in June 1978. Preparations for moving into the new quarters have been given a high priority the past year and the coming one. The collection is being surveyed for the withdrawal of little-used material, binding of retrospective material, and analyzing collection and equipment needs.

Science-Engineering Library: The crowded condition of the Science-Engineering Library, located in Dabney-Buehler, remains the overriding issue. It is having a direct impact on the service the staff is able to render. The collection is split into two locations six floors apart and, as more material is added to the collection, storage of science material outside the present building must soon be considered. There are 50,000 volumes of science/engineering books and journals now housed in Main which should be in the Science/Engineering Library. Some hope has been raised recently that part of the Alumni Gym may be available for the library when the Art and Architecture building is completed. Loss of material has become so critical that an electronic security system has been installed. This requires that every volume be equipped with a magnetic sensing strip and that special equipment be installed at the point of exit. It is also necessary to close one of the entrances to the room. This "hallway" going through the middle of the library not only carries much non-library traffic through the library, but permits easier exit for individuals who do not care to check out material.

Reserve Book Rooms: Although both the reserve book room in the Main Library and the one in the Undergraduate library share the basic responsibility of coordinating faculty requests and student needs for material which are in constant demand, each has unique responsibilities and concerns.

The holdings of Main Reserve are weighted toward advanced and graduate courses, as would be expected. Last fiscal year 67 per cent of the reserve requests came from faculty teaching 5000- to 6000-level courses and, of all the requests made during 1975/76, 86 per cent were at the 4000- to 6000-course level. Both reserve units are in charge of the current periodical issues for their respective libraries. Theft of current issues is particularly acute in Undergraduate, and a study will be made to determine whether a different physical arrangement might deter such action. Undergraduate Reserve maintains the textbook and juvenile collection, and although over 400 texts were received gratis, publishers' representatives are increasingly reluctant to donate materials when other departments or units on campus are willing to pay for them or have already received free copies. An alternative would be to select and purchase materials carefully as they appear on the current "Tennessee Adoption List."

Main Non-Print: This department contains the greater percentage of the microfilm, microfiche, and microcard holdings in the UTK Library. Since the library contains over 48,000 reels of microfilm and over a million additional physical units of microtext, space problems again are a major concern. Space for the collection is a problem, as is space to contain the microfilm and fiche readers. When the Research Coordinating Unit moved to Nashville July 1976, the library purchased the entire ERIC microfiche file for around \$15,000. This acquisition alone created the space problem of housing an additional 100,000 fiche. Photoduplication of microfilm and fiche remains a problem, as the equipment is quite expensive and there is no place to put it. It is hoped that during the current year the room housing the Audigier collection will become

available to the library and the microfilm collection can be moved into this area. Part of the collection will still remain in the basement, but there will be better space for the readers, and the proximity to the reference department is highly desirable.

Music Library: The Catalog of the Galston Music Collection and Galston-Busoni Archive was completed this year and accepted for publication in The University of Tennessee Library Occasional Publications series. Space is also a problem in the Music library, which will be at capacity in 3 to 4 years. The listening facilities in the library have been greatly improved by the purchase of several new cassette decks. The Music Librarian is heavily involved with library instruction and works closely with the music faculty in acquiring material for the collection.

Automated Circulation Services: The circulation departments in Main and the Undergraduate library are automated and, although the system does permit the patron to check out materials more rapidly and simplify some of the library procedures, problems with the equipment continue, perhaps because the company which manufactured the checkout equipment does not have sufficiently trained service personnel. In addition to the in-house equipment, the system depends on the UT Computer Center, which occasionally has problems, and on an East Tennessee bank that produces the microfiche records.

Law Library: A new head of the Law Library was appointed in February '77, replacing the former head who resigned in August 1976. The new law librarian has been conducting a systematic review of all operations to ensure continued evidence of law library quality, demonstrated service to patrons and effective and efficient use of resources. An assessment of current strengths and identification of areas of needed improvement are also being done. In this regard, the following activities have been undertaken: a faculty review and evaluation of the collection and attitudes on the law library operations; a survey of student attitudes on law library service; and evaluation of the collection involving the discovery of deficiencies and gaps in the collection, and the balance, scope and in-depth treatment of materials in relationship to the curriculum and the research activities of the faculty and students. This spring the Law College had an accreditation review by the American Bar Association and American Association of Law Schools. The law librarian assisted the Law College in preparing its self study in regard to law library current operations and long-range planning. The major criticisms of the accreditation were deficiencies in particular areas of the collection, lack of duplication of certain legal materials, and an insufficient book budget. The report also emphasized the disadvantages of the law library's being part of the university library system. These and other items in the report will be reviewed this year by the university administration, the Law College, and the library.

Automated information retrieval: Through a terminal in the Main Library the patron is able to search over forty data bases such as Chemical Abstracts, Biological Abstracts, the ERIC file, etc. Although terminal and patron contact for this service have been moved to the reference department in the Main Library, the head of Inter-library Services, originally responsible for this activity, remains the coordinator of the automated information retrieval program for the UTK library. Responsibilities include training staff, informing the campus of the service and arranging for demonstrations, developing price structures as costs change, and keeping abreast of new data bases and services and the latest equipment. It is planned in the near future to place terminals in the Science/Engineering library and in the Agriculture/Vet. Medicine library.

Special Collections: Like most of the units of the library system, Special Collections also has a shortage of shelf space, although it was alleviated somewhat the past year by new shelving in the stacks and in the manuscript area. The cataloging of books for Special Collections has been assigned to the Catalog Department, allowing more time for the staff in Special Collections to catalog manuscripts, maps, prints, and ephemeral pieces. During 1976/77, visitors from twenty-one states and two foreign countries registered in the exhibit area; a number of school and other groups were given tours; and several university classes and seminars met with the librarian. The unusual and unique holdings in the collection were in continued use in the production of research papers, theses, and dissertations by both UTK students and visiting scholars. Even though original university records have been coming into the archives in volume, it is still desirable that an official mandate for organization of a University Archives be issued and circulated by the university administration. In this way a systematic plan could be followed in identifying and collecting appropriate archival materials. Several memoranda on this subject have been issued, but they do not appear to have the strength of an official mandate. Significant additions to Special Collections are reviewed in the Library Development Report for 1975/76 and 1976/77.

TECHNICAL SERVICES DIVISION

The technical services operations in most libraries in the nation today are perhaps most subject to reorganization and change than other areas of library operations. This is due to the effects of automation on many of the operations performed. Here at UTK, the on-line use of bibliographic data bases for the cataloging of material was initiated in 1975, precipitating a complete reworking of cataloging and processing routines and shifting of staff responsibilities. After a year of operation it became evident that a reorganization of the Technical Services Division would be advantageous. Since around 85 per cent of newly acquired monographic material was being cataloged on the computer terminals, this operation was separated from the Catalog Department and a new department was formed in December 1976.

Automated Processing Department: The new department, which incorporated the Preparations Department, was placed under the supervision of a former member of the Catalog Department who had been directing the automated cataloging activities. The department is responsible for the nonprofessional tasks associated with the cataloging of monographic library material on the computer terminals, authority control, maintenance of the card catalog, the physical processing of material, and other related duties. The use of the computer data base not only provides immediate access to titles already cataloged by the Library of Congress and over 800 other libraries, but speeds up the processing of material that is not found on the data base.

Catalog Department: The reorganization of the Technical Services Division freed the professional members of the Catalog Department from either doing or supervising the maintenance work involved with the card catalog. They were able to devote their time to the intellectual tasks of the original cataloging of material not located in the data base. A large per cent of this material consists of non-print items--videomaterial, music and other recordings, and maps. Another large segment contains Tennessee material, special collections items, and other local material. A factor contributing to the reduction of material to be cataloged has been the use of the computer data base which not only expedited the searching for cataloging copy produced by another library, but speeds up the cataloging and processing of material not located on the data base that is cataloged at UTK. Another factor is the availability of more professional cataloging man hours. The backlog has been reduced to a level not frequently encountered in large academic libraries.

Serials Department: The Serials Department remained essentially the same, except that two staff members who worked with serials in the Catalog Department were transferred to the department. The department became a self-contained unit, not only ordering, receiving, and paying for the serial publications, but cataloging them as well.

Monographs Order Department: This department has undergone unprecedented turnover in both staff and administrative leadership. Of the nine full-time support staff positions in the department last year, only four are filled by the same persons, and at least three other vacancies are projected by the end of December 1977. This in part is accounted for by the fact that several of the staff have recently completed degrees in library science and have obtained professional positions elsewhere. Due to a variety of circumstances, there has been an unusual turnover in the headship of the department. In February 1976, the department head resigned and an acting head was appointed for a period of two and a half months. In May 1976, a new department head arrived, staying until March 1977. In April 1977, an acting head was again appointed, only to resign at the end of July. In spite of continuous staffing changes, the department maintains the same high level of production. In December 1976, the approval plan with Baker and Taylor was cancelled and similar plans were established with three new vendors: Ballen Booksellers, covering approximately 400 U.S. trade publishers; Yankee Book Sellers, handling University Press publications; and Coutts Library Services for Canadian publications. The number of returns to vendors has decreased, reflecting better coverage of the subject fields selected.

Subject and name authority control: One of the major tasks of the Automated Processing Department will be to establish control over the subject and name entries that are used in the Card Catalog. New and changed subject headings established by the Library of Congress appear daily in the computer data base. Former and new subject headings must be tied together in the catalog and a control must be established to indicate which subject heading UTK is using, else split files of similar subject matter will develop and the patron can easily miss important segments of the collections. Name authority control is equally critical, as this usually involves the main entry of the title in the catalogs. Alternate versions of names, more particularly corporate than personal, must be recorded. It must be determined which one of the variations will be used by the UTK library, or works by the same author will be spread throughout the catalog and the patron can be helpless to locate what he needs. The need for a better control over subjects and the initiation of control over names used has been made evident during the past two years of cataloging material using the data base. When all cataloging was done in-house, it was easier to maintain consistency among the UTK catalogers in applying national cataloging rules that still permit considerable leeway for interpretation. Now that shared cataloging has become available across the nation, the problem becomes more complex. Over 800 libraries contribute copy, along with the Library of Congress, to the data base. It is imperative that controls be established in the UTK catalog so that when cataloging copy from another institution is adopted for UTK, the names used for the entry and the subject headings assigned will be consistent. In addition to filing nearly a quarter of a million cards a year into the UTK catalogs, which contain three and a half million cards, much card catalog maintenance relates to correcting discovered split files under variant versions of a subject or of books by the same author listed under different versions of the name. This is a patchwork approach to the problem, and a more basic and systematic program must be established to review the entire catalog and create subject and name authority files that will enable UTK to accept cataloging from other libraries and still maintain the complete bibliographic integrity of its own catalog.

COMARC project: The high quality of the cataloging that UTK has put into the data base this year brought an invitation from the Library of Congress to participate in the COMARC (Cooperative Machine-Readable Cataloging) project. The intent of the project is to include in the growing national bibliographic data base material that the Library of Congress cataloged previous to the establishment of its computer data base, commonly referred to as MARC (Machine Readable Cataloging). Since it is impossible for the Library of Congress to enter their previous MARC cataloging (i.e., previous to 1969) retrospectively into the data base, they have selected a limited number of libraries in the country from whom they will accept machine-readable pre-MARC records. These records, after a review by the Library of Congress, become an integral part of the data base and are available for other libraries to use. Other participants in COMARC at this time include: 3M Company Library Systems, Northwestern University, University of Chicago, Washington State Library, Boston Theological Institute, Cornell University, University of Illinois, and the University of Wisconsin. At UTK, COMARC coding of

bibliographic data, which requires considerably greater familiarity with the MARC format than ordinary on-line cataloging, is accomplished by Senior Library Assistants under the supervision of the head of the Automated Processing Department.

Serials Holdings List: A major accomplishment of the Serials Department this past year was the production of the third edition of The University of Tennessee, Knoxville, Serials Holdings List containing holdings as of January 1977. This edition was distributed in May 1977 and was limited to UT libraries and a selected group of Tennessee libraries. Every listing in the third edition is now being checked against the catalog and physical volumes for accuracy prior to the publication of the fourth edition in the fall of 1977. This improved edition will have a wider distribution. Monthly cumulative updates listing changes and additions are being issued between editions.

Accessions List: One of the by-products of on-line cataloging is a computer-printed list of titles added to the UTK library collections. A monthly list of accessions received from the computer center in Columbus, Ohio is duplicated by the library and circulated on campus. The list is arranged in call-number order and it is possible to supply the entire list or particular subject areas. The lists average between 2,500 to 3,000 titles each month and have been enthusiastically received by the faculty.

Fiscal Accounting: An immediate goal of the Technical Services Division is to develop a fiscal accounting system which will provide better coordination with the reports from the Treasurer's Office. In addition, improved statistics on the expenditure of acquisition funds by academic discipline is highly desirable.

Administration: The previous Associate Director of the Library for Technical Services resigned in January, 1977, to assume a position at Indiana University in Bloomington. A new associate director, from Stanford University, was appointed August 1, 1977.

RENOVATION PROJECT

A major renovation project was started at the end of the last fiscal year in the Main Library. The Circulation Department was moved to the first floor next to the Reserve Book Room and a new outside door was placed on the north (rear) side of the building directly in line with the Cumberland Avenue entrance. Elimination of the former back entrance, and the small Cumberland side entrance gives patrons access to the book stacks from the first, as well as the second, floor of the building. No longer will the patron have to check out a book from the stacks to read in another area or take to the photoduplication center. It was necessary to add staff to man an additional briefcase-inspection point, but the creation of a completely open building with easier access to the stack collection is a decided benefit to the patron. The only negative aspect of the move was a 60 per cent loss of seating in the newspaper lounge. This was compensated by the fact it was possible to place 100 sections of shelving in the former Circulation Department area.

SPACE NEEDS

The inadequacy of space for library facilities has been recognized by the University Administration for well over a decade and was officially recognized in 1970 UTK Self-Study, performed for the ten-year accreditation review by the Southern Association of Colleges and Schools. There has been sporadic activity addressing this issue, particularly when major capital outlay funds were projected. University wide faculty committees have studied the issue and the Library Administration continues to stress the inadequacy of existing library facilities which has a direct relationship to deteriorating library service to the campus community. Instead of reviewing the situation, reference is made to the following documents which are on file in the office of the Vice Chancellor for Planning and Administration or in the office of the Director of the Library. This is by no means all the documentation available; it is only a listing of the most recent memoranda summarizing the present situation.

June 10, 1976

Report of the outside consultant, Carl Jackson

August 24, 1976

Memorandum to Vice Chancellor Ebersole from Donald R. Hunt, Director of the Library, "Reaction to Dean W. Carl Jackson's Consulting Report."

Attached to this memo is one from George Shipman, Associate Director of the Library for Administrative Services, to Donald R. Hunt, dated August 17, 1976, "Main Library Physical Facilities."

September 1, 1976

Letter from Vice Chancellor Ebersole to Vice President Johnson to be sent to State Senator Victor Ashe in response to Senator Ashe's inquiry about library needs.

TASK FORCES

A series of task forces was established this year to investigate particular concerns. While some of the task forces may complete their work in one or two sessions, other may take several months or the better part of a year. Some may evolve into permanent committees with rotating memberships each year. The task force on Promotion and Tenure, initiated last fall, developed new guidelines, procedures, and criteria for evaluation. These procedures were followed in the last promotion and tenure proceedings and have been refined for use again this year. Other task forces appointed are:

Government Documents: To survey present procedures for the disposition of documents in the UTK library system and to recommend changes that may be necessary to make these materials more accessible to the user. One major concern is whether documents should be fully classified and cataloged or placed in the Superintendent of Documents classification system, or a combination of both.

Library instruction: To describe library instruction programs currently used; to recommend a general policy for the library; and to investigate new techniques and approaches to specific problems and needs.

Student Employees: To identify and analyze problems concerning student assistants, such as evaluation, job descriptions and classifications, hiring and promotion procedures, disciplinary actions, etc.

MBO: To investigate the problems involved with employee evaluations; to consider a wider spread with a new rating scale; to define better rating criteria on the evaluation form; and to look at the entire evaluation process to see if more frequent and formal communication between evaluator and employee is desirable.

Newspapers: To develop better guidelines for the selection, acquisition, and retention of newspapers. Selection consideration for Tennessee, regional, and international newspapers. Backfile concerns are with format, length of retention, and archival responsibilities.

Collection evaluation: The purpose of evaluation is to determine whether the collection is meeting its objectives, how well is it serving its user, what areas are deficient, and what remains to be done for its development. A critical problem is to identify and evaluate the methodologies for the evaluation of the collection and to recommend the procedures that should be used.

Scope: To decide the scope of the UTK library collection by determining what categories of materials each of the six library units should be collecting and to what extent duplication should exist; and to develop acquisition policies for each library unit. A particular area of confusion exists in defining what should be in the Undergraduate library.

Micro-reproduced materials: To establish an acquisition policy as to what material should be purchased in this format; to consider centralized versus dispersed housing and servicing; and other related issues.

FACULTY RELATIONS

As with students, faculty relations is a constant day-by-day, hour-by-hour contact on a variety of levels. It occurs across the reference desk, by telephone, formal lectures, etc. The interaction perhaps most often takes place in a reference situation as the librarian aids the faculty member in obtaining the information needed, preparing bibliographies, and providing library orientation to seminars, class tours, etc.

Another large area where faculty relations occur, and perhaps on a more organized or structured basis, is in developing the book collection. The collection development librarian and the reference librarians who are assigned particular areas of subject responsibilities work closely with the library representatives of each campus department, with library committees of particular departments, schools, and colleges, and with individual faculty members.

Library Representatives: Each campus department designates a member of its faculty to coordinate book requests within the particular department. These requests are coordinated by them and forwarded to the Collection Development officer. The Collection Development officer works closely with the library representatives and often visits the respective departments to discuss their needs. Two formal meetings were held in the library last year with the representatives. In addition to the Director and the Collection Development officer, these meetings were attended by the Monographs Order librarian, branch librarians, and several of the reference librarians. Topics primarily concerned acquisition procedures, especially approval plans, handling of request cards, fiscal accounting, reporting of departmental allocations and similar matters.

Faculty Senate Library Committee: This committee is perhaps the most formal structure that exists between the faculty and the library. In broad terms its function is to advise the Director and the library staff on the library concerns of the faculty, as well as to inform the Faculty Senate of these issues and ones that the library may have. While many issues were discussed in the several meetings held this past year, the predominate one was the desire of the committee to become more familiar with the space problems of the library system and the plans for a new library on campus. There was also a strong concern for the scope of the book and periodical collection relative to what material should be in each branch of the library system, percent of duplication, and a particular concern as to what material should be housed in the Undergraduate Library. In order to become more familiar with the library system, the Faculty Senate Library Committee spent the better part of the year visiting each branch, and as a consequence has become more familiar with the broad scope of the UTK Library than any Faculty Senate Committee in recent history. The Committee also met with the Library Task Force for the UTK Long-Range Plan and had a luncheon meeting with Chancellor Reese. In both of these meetings the over-riding issues were the need for immediate alleviation of the excessively crowded conditions in the Science-Engineering Library and the need for a new main library building.

GOALS AND OBJECTIVES

This past fiscal year the University embarked on a fairly comprehensive long-range goals and objectives program. Each department on campus sub-

mitted a document pertaining to their unit and thirteen all-university tasks forces were appointed to focus these individual reports into thirteen final reports. Part of the document prepared by the UTK library for this undertaking is attached to this report as Appendix II. It enumerates long-range goals of the library and then addresses specific areas in greater detail. The format of the document was developed by the University Administration. Strengths and weaknesses are described, staff activities are summarized, new programs proposed are enumerated and areas of concern are discussed.

A P P E N D I X I

Library Budget and Expenditures, 1972/73-1976/77

UTK LIBRARY EXPENDITURES AND BUDGET FY 1971/72 - FY 1976/77^a

Expenditures

	<u>FY 71/72 Amount</u>	<u>FY 71/72 Percentage</u>	<u>FY 72/73 Amount</u>	<u>FY 72/73 Percentage</u>	<u>FY 73/74 Amount</u>	<u>FY 73/74 Percentage</u>	<u>FY 74/75 Amount</u>	<u>FY 74/75 Percentage</u>	<u>FY 75/76 Amount</u>	<u>FY 75/76 Percentage</u>	<u>FY 76/77 Amount</u>	<u>FY 76/77 Percentage</u>
Salaries & Wages	1,078,136.	55.5	1,166,764.	52.6	1,317,935.	48.4	1,544,318.	50.0	1,551,994.	49.8	1,738,230.	48.9
Oper. & Misc.	130,637.	6.7	156,542.	7.1	209,494.	7.7	254,510.	8.2	219,956.	7.1	226,827.	6.4
Equipment	16,722.	.9	14,670.	.7	39,092.	1.4	56,963.	1.8	26,604.	.9	100,739.	2.8
Binding	64,200.	3.3	72,790.	3.3	93,883.	3.4	112,386.	3.7	103,946.	3.3	94,117.	2.7
Library Books	<u>653,275.</u>	<u>33.6</u>	<u>805,656.</u>	<u>36.3</u>	<u>1,062,002.</u>	<u>39.0</u>	<u>1,119,111.</u>	<u>36.3</u>	<u>1,211,694.</u>	<u>38.9</u>	<u>1,393,590.</u>	<u>39.2</u>
TOTAL	<u>1,942,970.</u>	<u>100.0</u>	<u>2,216,422.</u>	<u>100.0</u>	<u>2,722,406.</u>	<u>100.0</u>	<u>3,087,288.</u>	<u>100.0</u>	<u>3,114,144.</u>	<u>100.0</u>	<u>3,553,503.</u>	<u>100.0</u>

Budget^b

Salaries & Wages	1,060,201.	58.2	1,182,870.	55.1	1,324,536.	53.8	1,533,773.	53.8	1,606,888.	53.2	1,790,812.	50.8
Oper. & Misc.	84,999.	4.7	120,540.	5.6	135,000	5.5	158,200.	5.6	220,797.	7.3	232,440.	6.6
Equipment	15,000.	.8	15,000.	.7	20,424.	.8	42,397.	1.5	30,295.	1.0	90,290.	2.6
Binding	62,000.	3.4	72,750.	3.4	93,500.	3.8	112,500.	3.9	104,000.	3.4	104,000.	2.9
Library Books	<u>600,000.</u>	<u>32.9</u>	<u>755,000.</u>	<u>35.2</u>	<u>890,000.</u>	<u>36.1</u>	<u>1,003,051.</u>	<u>35.2</u>	<u>1,059,336.</u>	<u>35.1</u>	<u>1,309,336.</u>	<u>37.1</u>
TOTAL	<u>1,822,200.</u>	<u>100.0</u>	<u>2,146,160.</u>	<u>100.0</u>	<u>2,463,460.</u>	<u>100.0</u>	<u>2,849,921.</u>	<u>100.0</u>	<u>3,021,732.</u>	<u>100.0</u>	<u>3,526,878.</u>	<u>100.0</u>

- a. All expenditure and budget figures are reflected net of recoveries.
- b. Budget figures show budget allocations for the beginning of each fiscal year and do not reflect any budget revisions made during specific fiscal years.

A P P E N D I X II

Long-Range Goals, 1976/77

1

University of Tennessee /Knoxville Library
Unit

I. OVERVIEW OF THE UNIT

This section asks that units define their current roles and make projections of changes in emphasis in some areas. Answers should reflect the best judgment of the unit head and the professional staff.

A. In a concise but comprehensive manner, describe the unit's perception of its role within the college or division and within UTK.

To develop and maintain a library collection and services to meet the needs of the students and the teaching and research faculty of UTK and to participate in state, regional and national library development and resource-sharing networks.

To seek the active participation of the students, faculty and administration in the concerns of the library to provide better service for them and build a book collection for their use.

To organize the six library units in the UTK library by a logical division of the book collection and services based on the geography of the campus, available physical space, and needs of the academic disciplines.

To continually evaluate the quality of the library collection to meet the academic needs of the students and faculty and

to encourage a greater degree of faculty participation in the development of the collection.

To determine the best utilization of inadequate physical space to keep patron inconvenience to a minimum and efficiency of operations to a maximum.

To determine and implement the best organizational structure, procedures, and routines for the acquisition, cataloging and processing of material, the shelving and circulation of the collection, and providing reference and bibliographic services to the academic community.

To make known to the academic community the services and material that the library contains through orientation programs and publications.

To be constantly aware of the new developments in the library profession such as computer information retrieval, automated bibliographic resource sharing, regional and national networks for sharing of collections, non-print media, alternatives to the card catalog, etc. To determine within our budgetary framework how best these new developments can be applied to UTK library operations for the benefit of the students and faculty.

B. In a concise but comprehensive manner, describe the unit's perception of its role in the larger community and society.

The development of an academic library is not an insular activity. No longer, if it ever could, can a library attempt to hold all the material that its clientele needs. While UTK must turn to regional and national sources to borrow material it does not have, so in turn must other libraries and individuals turn to UTK to meet their needs. While the library's primary mission is to meet the needs of UTK students and faculty, it shares with other libraries the responsibility to help meet the needs of individuals within the state and the nation.

The UTK library must react with the larger library community in the region and nation to keep abreast of the latest technological changes and to participate in the network sharing of material and bibliographic information. Any direction taken in the development of new library techniques, be they automated or not, must be in line and compatible to the national developments and not just to satisfy a particular local need.

C. Delineate the current strengths and weaknesses of the unit. The emphasis in the statement should be placed upon quality, in relation to the unit's perception of its role both within the University and in the larger community. Cite and explain as indicators of quality appropriate evidence, such as awards, citations, or ranking of the unit by regional or national agencies.

Strengths:

Staff High level of competency and attainment of library faculty and staff. See section I - D below.

Collection While the library collection is deficient in size for a comprehensive university like UTK and although there are areas of the collection known to be weak or lacking in depth, it can still be considered a strength and supportive of many of the campus's academic programs.

Automation The emerging development of automation in the library operation. An automated circulation system for the Main and Undergraduate libraries expedites the checking out of materials and the patron is no longer harrassed by filling out endless forms. This system is only a beginning and needs considerable refinement and programming to develop better management data and control. An even greater achievement has been the library's participation in the beginnings of a national data base of bibliographic records. UTK joined the OCLC (Ohio College Library Center) computer network via membership in SOLINET (Southeastern Library Network). Operational since 1971, UTK joined in 1975, OCLC has developed

from a regional system to a nation-wide one and makes available to users an extensive bibliographic record of more than two million entries. These records are accessible via an on-line mode displayed on four CRT terminals located in the library. The system, which represents a nation-wide network of libraries, offers catalog card reproduction, verification of entries, and locations of resources in other member libraries. It is now possible for UTK to speed up the processing of materials, avoid duplicating cataloging costs, expedite the acquisition of materials through pre-order search procedures, and assist in locating items requested through interlibrary loan.

A recognition of the quality of the UTK library cataloging input into the OCLC bibliographic data base via SOLINET is the invitation from the Library of Congress to be one of ten libraries in the nation to participate in the COMARC project of inputting pre 1969 imprints of the Library of Congress into the data base.

That The University of Tennessee Library is one of the outstanding research libraries in the region and nation is recognized by membership in ARL (Association of Research Libraries). Membership in this association composed of 105 leading academic, public, and special libraries in the United States, is by invitation only. The foremost library association in the country, it requires

for membership an emphasis on research and graduate instruction at the doctoral level by the parent institution, and the support of large, comprehensive collections of library materials on a permanent basis. UTK has been a member since 1962.

Undergraduate Library As book collections become larger and more and more emphasis is placed on graduate work and research, it becomes increasingly difficult for the undergraduate to obtain the material and specialized reference services that he requires. The Library Administration recognized this need over a decade ago and one of our present strengths is the excellent service and tailor-made collection of over 150,000 volumes that exist in the present Undergraduate Library on campus.

Non-print media This is one of the growing fields in the profession today, and the UTK Library is one of the forerunners in the field. Although housed in the Undergraduate Library, the resources are much broader in scope. The present head of this unit has national reputation and does consulting work in the field. This represents an area of controlled growth due to the expense of equipment and materials such as slides, tapes, television cassettes, etc., and available space for the function. Nevertheless, it represents one of our strengths and will, we hope, continue to be so with funding and space permitting.

Special Collections This repository for regional and local materials, Tennesseeana, and other specialities, including legislative papers and mementos of many Tennessee political figures, is of great interest to scholars in history,

political science, the social sciences and the arts. The Special Collections Library has a persuasive influence on donors who are aware of historical significance and the importance of historical preservation. The University Archives, recently set up under the direction of the Special Collections librarian, will become a source of University of Tennessee history as the years pass.

Weaknesses:

Inflation

Inflation and expanding curriculum make it more difficult each year for the library to acquire the material needed by students and faculty. THEC funding formulas do not realistically approach the needs of the library. Considering the fiscal status of higher education in the state, the library is probably obtaining an equitable share, but this doesn't obviate the fact that historical deficiency exists in the collection and additional acquisition funds are needed for material necessary to the campus community.

Space

Perhaps the overwhelming weakness is lack of physical space, which is having a direct impact on our ability to serve the students and faculty adequately. A library can have the best collection in the nation, but if it is not easily accessible--either bibliographically or physically--to the patron, its usefulness is drastically impaired. Lack of space, or the configuration of available space, prevents a logical shelving of material for easy location. The

Science Library and the Main Library are around 150 percent of capacity when compared to national standards. This has been done at the expense of adequate seating and has resulted in overcrowded shelves, which has led to misplacement of material, extensive man-hours of shifting. Books are now shelved on top of nine-foot stacks which requires that the patron use ladders to obtain the material.

This situation will soon be compounded when large blocks of material will have to be placed in a semi-storage situation and paged out once or twice a day.

Automation

Although UTK Library is participating in the OCLC/SOLINET bibliographic network and has a semi-automated circulation system in two of the six libraries, only the tip of the iceberg has been exposed, and the library is considerably behind national developments. This will be expanded in section E-New Programs.

Information Retrieval

Although a start has been made in the area of using automated bibliographic access to data bases for literature searches through commercial vendors, there is a lack of funds both for paying for such searches and the staff to interface with the patron in the use of these services. This will be expanded in Section E - new programs.

Accessibility

Accessibility to the book collection to the materials and services of the UTK library system is a constant concern, nevertheless it is a weakness. It may be attributed to several causes. The major one is the lack of physical space which necessitates the removal of more and more reader stations to make room for the books and other materials that are gerrymandered around in crowded stacks and into any available space. Lack of space not only hampers the physical access to material but prevents the proper placement and dimensions of service points and the logical flow of patron and material traffic. The library is also prevented from offering new and potential services such as a map room, centralized collection of government documents, a separate curriculum library, etc. Physical access to a collection as large as UTK's is difficult enough for the student when it is possible to place the material in a logical sequence. It becomes more difficult each day as material is added to the overcrowded stacks and reading rooms. Soon material will be placed in storage.

In addition to physical access to material, an equal problem is the bibliographic access to the material. The sheer size of the card catalog, its intricacies of headings, sub-headings, rules of entry, filing rules, etc., is often

defeating to someone trying to locate material on a particular subject. The reference librarians are constantly concerned about the patron who does not ask for help and in a confused haze departs without getting what he needs. Orientation tours, audio-visual and printed guides help, but the reference librarian is the critical element. More faculty positions in this area would increase the incidence of contact between the librarian and the patron, but the solution goes beyond this. Even the professional librarian finds it increasingly hard to locate information as the size and complexity of collections grow. Automated catalogs and other locating tools will aid in increasing the accessibility rate to the collection, both for the librarian and the patron.

Lack of
faculty and
staff positions

Additional staff is needed, particularly in the public service and collection development areas. It is highly desirable that library faculty be available at all reference service points for all open hours. Unfortunately this can not be accomplished with the present staff and reliance is placed too heavily on support staff and student help. New service areas to be considered must be the establishment of a map room, government document collection, an independent curriculum library, a professional in the Non-Print area, etc. Space problems as well as staff positions are delaying some of the new services that are needed. Collection development activity is reviewed in section I-E below.

D. Make a general quantitative and qualitative evaluation of faculty and professional staff (defined on p. 33) in the unit, in terms of (1) education or appropriate training and (2) standing in the profession. Cite and explain as indicators of quality appropriate evidence, such as awards, citations, consultantships, repeated grant awards, publications, or elections to office in professional organizations.

Library faculty are required to hold master's degrees in library science from schools accredited by the American Library Association. Of the 47 library faculty, ten hold additional degrees and others are working toward second master's.

In 1976, twenty articles and reports were published by seven faculty members in professional journals with editorial boards, twenty research projects were reported in progress, and five people presented research papers before professional organizations. Memberships, committee assignments and offices held in professional organizations totaled more than a hundred, in associations such as the American, the Tennessee, and the Southeastern Library Associations, Special Libraries, American Association of Law Schools, AA of Law Libraries, American Bar Association, Association for Educational Communications and Technology, Music Library Association, American Society for Information Science, Geoscience Information Society, American Association of University Women, Knox Area Home Economics Association, American Institute of Planners, Medical Library Association, American Association for the Advancement of Slavic Studies, North American Dostoevsky Society, Southeastern Library Network Reactor Group, International Association of Agriculture Librarians & Documentalists, Tennessee Higher Education Commission (Library Advisory Committee).

There were seventy-nine committee and administrative assignments within the university and the library, and 7 grants, awards and commendations (a research associateship at the University of Illinois), a fellowship from the Council on Library Resources, a UTK faculty research grant, election to three honorary societies, inclusion in an elective biographical publication, a recognition award from the Women's Professional Music Fraternity.

Consultant service was performed by library faculty in the areas of film, special libraries, special collections, library orientation, binding, law, and early child development.

The Southeastern Library Association biennial convention was held in Knoxville in 1976, with eight of the UTK library staff involved in local arrangements.

E. Describe any change in emphasis or new programs proposed to be instituted by this unit by 1980 and 1985.

Areas of emphasis and new programs listed below are not in a priority order.

Automation In the next decade there will be an even stronger emphasis on automated activity both in internal library procedures and, externally, in network developments to share bibliographic and material resources. The OCLC

OCLC data base that is presently used will no doubt join a half dozen other existing bases in the nation to form a national data network. As this bibliographic data base grows, it increases the probability of locating a larger per cent of titles to be cataloged and this will make possible the use of a greater number of support staff in this activity and transfer the library faculty to other areas of operation. In addition, the larger the data base becomes, the more useful it will be for resource-sharing as the base indicates those libraries holding the respective material. The base will also be more extensively used to identify and order material as well as a reference tool in public service areas. At present only four CRT video terminals are used in the library system and this number could easily increase to ten or twelve as the national data network enlarges in size and scope.

Acquisitions Within the next year or two, it is planned to expand automated processing to the Acquisition and Serials Department in order to reduce the clerical time to identify, verify, and order books and serials. This may be a system that will be developed locally or one adopted from several existing systems in the country. It will provide better fiscal control and management data to obtain a clearer picture on the disbursement of funds.

Serials

Within the next decade it is planned to develop an automated program to control the check-in procedure, claiming, and payment of over 20,000 serial titles that the library receives annually. The frequency of receipt of these titles varies from daily to once a year, with the majority of them being on the weekly and monthly basis. The problem is compounded as the titles are received in six separate libraries of the UTK library system. With an automated centralized system, the holdings records could be readily accessed, claiming would be more rapid and thorough, and subject and management information could be more easily obtained. It would be possible to obtain subject bibliographies as to what journal titles in a particular subject field are received; how much money has been spent in the last five years for journals in a particular field; which French-language journals are received; plus a variety of other outputs, depending on the sophistication of the program. This system could also produce on a regular basis the UTK serial holdings which, in COM microfiche format, could be available anywhere on campus region, state, or nation.

Circulation

The present automation system may require modernization in the near future. Data-recording device technology has advanced rapidly and the library may wish to avail itself of the predicted improvements.

Closing the catalog

Perhaps the major project will be "closing" the present card catalog.

The card catalog as we know it today is soon to go the way of the dinosaurs in large research libraries. It is not only becoming impossible to maintain the bibliographic integrity of the catalog with all the cross references, change of subject headings, change of entries, the tremendous filing problem, and many other technical problems, but it is becoming increasingly difficult for the patron, and librarian for that matter, to use. Approximately 250,000 cards a year are now added to the catalogs of the UTK library system which now contain an estimated three and a half to four million cards. Knowing the alphabet is no longer the only prerequisite to using such an extensive catalog. The myriad of filing rules staggers one's imagination and easily defeats the unskilled user. It easily defeats the core of staff who not only have to add cards for the newly acquired material, but constantly maintain the old records to keep them up to date with constantly changing national cataloging rules, subject changes, name authority changes, and a host of other technical changes that are necessary to keep records established after the last hundred years consistent with present-day practices.

Closing the catalog is a complicated concept, but briefly it entails several steps and the amount of available funds determines how many steps can be made. The first step is to stop filing cards in the present catalog as

of a certain date. Second step is from that time on all newly acquired material would be carried in the computer memory bank and the patron would have access to this information by several methods. Access could be on a paper computer print-out; on COM-produced microfiche or film; or by an on-line system and be available through a computer terminal. No cards would have to be filed, all subject and name authority changes could be handled automatically by the computer, cross references would be automatically listed, etc. Thus the patron would have to use two sources: the present format of the card catalog as we know it today and the continually updated film or computer catalog.

Step 3 would be to retrospectively input into the computer the physical card catalog that was closed. At this stage the patron would have only one source to search. The eventual goal is to have the entire catalog on-line rather than in a fiche or film format. The advantages are numerous in that the catalog could be searched from any location in the country as well as from a departmental office on the UTK campus. With the computer catalog tied into the circulation system it would be known if the book were currently available or checked out.

An on-line catalog would enable the patron to ask the system for a particular title by author or title, books on a particular subject, etc., much as he does now with the manual card catalog. However, the difference would be that the patron would not have to be concerned about filing rules, changes in the author's name as in a corporate heading, cross references, etc. This would be done by the computer. Bibliographies by author and subject

could be automatically produced and placed within date parameters if desired. As stated above, the patron could access the holdings of the UTK library system from a remote access point and would not have to be in the library.

Security system The increasing pressure on many areas of the library's collection where the expense of the material or its availability does not make duplication advisable has led to an increasing theft rate in libraries across the country. Three or four decades ago the closed stacks controlled the theft problem fairly well. Opening the stacks to all levels of patrons is highly desirable, but it does create the problem of keeping material in order and the risk of material not being properly checked out. Although staff examine brief cases and individual items at exit check points, for the most part it represents a reminder to the honest patron that he must have his material properly charged out. The dishonest patron may be dissuaded from walking off with some material, but no matter how attentive library clerks are, if such a person is persistent, he can and does get the material out. The physical layout of several units in the library system prevents a single point of egress and the checking of material is difficult.

It is not just the expense of material stolen that is a concern, but an equal one is not having the material available for the next patron. It is planned to install an electric security system such as the one that now exists in the Law Library. It requires that every book or a predetermined percentage of the collection be equipped with a metal sensor strip that

must be activated in the charge-out procedure or it will activate an alarm when the book passes through an electro-magnetic field at the exit. This security system would be installed in Main and all the branches.

Information retrieval Much more emphasis needs to be given to this area in the immediate future. A start has been made in the use of automated bibliographic data bases and through a remote TWX terminal, contact is made with the Lockheed Corporation in Palo Alto, CA and the SDC Corporation in Santa Monica. The service was initiated in May 1975 on a limited shared-cost basis with the patron. Although access is possible to 43 data bases, most of the searches are in Psychological Abstracts, ERIC (Educational Research), CAIN (Bibliography of Agriculture) and BIOSIS (Biological Abstracts). It is also possible to search the MEDLINE (Index Medicus) in an off-line batch mode through the Medical Library in Memphis. This service should be greatly expanded and more of our reference librarians must be trained to aid the patron in developing search techniques and informational profiles. There is also a need to refine the shared cost structure with the patron and publicize the availability of this service to research and teaching faculty, as well as the advanced graduate students. Hopefully, the costs for such services will start decreasing as more commercial vendors are coming into the field.

Non-print
services

The Non-Print Department in the Undergraduate Library is a service that must be expanded with additional staff, equipment, and various forms of non-print media. It is more than an undergraduate service and will probably be placed in a new main library building. It is a highly desired service by the campus community and its expansion rate is only held down by limited funds and space.

Microfilm
collection

As an increasing amount of the collection is in a micro-reduced format, the pressure of inadequate space for the material and for the readers is becoming acute. The psychological barriers of using this format are slowly breaking down and even greater strides could be made if the collection could be housed in more comfortable surroundings with adequate equipment both for reading and obtaining photocopy of the material. This area of operation needs considerable attention and funding must be provided to obtain better readers and photocopy equipment that is flexible to reproduce the various formats and equipment that is dependable and not always out of order. The major problem at present, as is true with most of the operations, is lack of space.

Collection
evaluation
and develop-
ment

This is certainly not a new program, but greater emphasis and high priority must be placed here. As curriculum and research needs expand and the book dollars become less because of inflation or inadequate formula funding, the selection of material becomes increasingly important. No one person, or group of individuals, in the library pretends to have the knowledge to select in all disciplines, and the aid of the faculty must

be encouraged. Several of the librarians on the staff presently work with members of the faculty to select and evaluate materials, but there are insufficient staff to enlarge this program. There is a need to develop a core of subject specialists who are able to devote the major portion of their time to this activity.

Special
Collections

It is highly desirable that a greater emphasis be placed on the development of Special Collections. Greater funding is required both for staff and travel funds as well as for the acquisition of materials. An active role needs to be taken to seek out manuscripts and collections of all types. Activity in this area cannot be increased substantially, as there is a lack of staff to actively seek the material as well as process it when it is obtained. Nor are there sufficient funds to purchase it when it appears on the market. In the past, some highly desirable items, particularly those figuring in the history of the State, have been lost to other states for lack of ready money. Increased institutional support can only be profitable for The University of Tennessee, since Special Collections has shown its drawing power for important gifts from donors with an inherent sense of the historical.

The University Archives program needs to be strengthened with an official mandate from the Administration giving the library the authority to collect records and published material generated by the various units of the institution. To develop a successful program, there will have to be a commitment of support in terms of

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space, equipment and personnel. One of the first requirements will be the appointment of a full-time archivist. The Archives is now a part of the Special Collections Library. Being so closely related to this division in collections and in operating methods, it can be logically included in Special Collection's long-range planning.

F. Do the programs of this unit duplicate those of other units or department?

Only to the extent that several departments on campus have developed reading rooms within their buildings which are often referred to as "libraries" and the clerk or student in charge as a "librarian".

These reading rooms apparently contain material that the department has purchased from its own operating expenses. Three such libraries that come to mind are in the College of Communications, the School of Architecture, and the Department of Water Resources.

The desire for a reading room containing a few heavily used journals of the discipline, research reports, etc., is recognized but there is some confusion on the part of students and some faculty as to the status of these reading room libraries.

Basically the problem is one of public relations, although it has created some practical problems as well. Several "users" of these department reading rooms have believed that these rooms were part of the UTK library system and have expressed their disappointment of the resources of the room or the service they received.

Some attention needs to be given to this problem. These units should be identified as to their scope and purpose, at least for the benefit of their patrons. A determination needs to be made whether the UTK library system is not meeting some specific informational

needs which these units are attempting to meet. An active effort to publicize the services of the UTK library needs to be made, particularly in departments where confusion may exist on what limitations these local, albeit perhaps more convenient, units may pose.

G. If the activity of your unit is interdisciplinary in character, describe the interdisciplinary aspect and explain any benefits or problems associated with current interdisciplinary efforts in research, and public service. If interdisciplinary programs are projected to be begun by 1980 or 1985, explain the benefits and/or problems which may be associated with the proposed programs.

In a very real sense the library is involved in interdisciplinary activities on the campus. The library is dependent on and must be responsive to all the teaching and research programs on campus. The current direction of established programs must be known as well as any new programs that are to be initiated if the library is to adequately support these programs with material and services.

H. In carrying out the programs of this unit, are there programs apart from your own upon which the unit is significantly dependent? Describe the relationship of such programs to those of this unit.

As the library moves more heavily into the automation of activities it may become increasingly dependent upon the Computer Center. The word may is used purposely as there are several unknowns at this time. The Library's participation in a nationwide bibliographic data base through OCLC/SOLINET does not directly affect the local Computer Center, unless the archive tapes are programmed on this campus to generate acquisitions lists, author and subject breakdowns, etc. The library's acquisitions list is now produced in Columbus, Ohio at OCLC. If the tapes were handled on campus, there would be need for programming help and computer time from the Computer Center. It will probably be feasible in the near future for the library to obtain a mini-computer to handle a more sophisticated circulation system and other internal procedures as an automated order system and one for the control of over 20,000 currently received serial publications. This will create a demand for backup activities from the Computer Center. If funds become available both to close the card catalog and retrospectively input the closed catalog into the data base, this will have a large impact, as there will be need for an off-line storage with COM produced records. If it becomes possible to go first class with an on-line catalog and access terminal throughout the library system, the campus,

and from state and regional locations, this would create a demand for a rather elaborate computer backup structure.

I. Are the services provided by administrative and auxiliary units upon which this unit depends in carrying out its role adequate? Explain any inadequacies and indicate any additional services needed by this unit.

As discussed in Section H above, the library is becoming more dependent upon the services of the Computing Center, and Analytical and Data Services, either for programming help and computer backup. Hopefully the library will be able to obtain funds to purchase this service, or the Computer Center will receive broader funding to enable it to supply these services.

J. Does the organization of the college, school, or university provide effective means for this unit to carry out its functions? Are there suggestions for organization which might do this more effectively?

Areas that come to mind: more specific personnel policies for the benefit of the employee as well as the employing unit; fiscal reports more up to date and in a greater number of categories; and more funding to the unit that provides janitorial service.

IV. EQUIPMENT

This section is designed to assess current and projected equipment needs of departments. The response to "B" should indicate the relation of projected equipment needs, to ongoing programs and to new programs projected for implementation by 1980 and 1985.

A. Make a general statement about the adequacy or inadequacy of the unit's current equipment, in terms of both quantity and quality, as related to the unit's perception of its role within UTK and the larger community.

As requests for equipment from the library departments always seem to total at least 50 per cent more than available money and reflect the size of the operation and the specialized equipment needed for such areas as music listening complex in the Music Library and the audio-visual television equipment in the Non-Print Department. Automation equipment is also placing demands on the equipment budget.

B. Indicate any current major equipment deficiency or projected major change in equipment needs by 1980 and 1985. Dollar amounts necessary to correct current deficiencies and/or meet projected needs should be indicated, based on 1975-76 prices.

Equipment needs for 1980-1985 are listed below and reference needs to be made to Sections I-E and VI-A of this document for descriptions of how the equipment is to be used. In several instances pertaining to automation, the state of the art is progressing and changing so rapidly that cost estimates are impossible to determine. Even those that are given could alter substantially by the time a program is initiated.

Automation

OCLC terminals	8 x \$3800 =	\$30,400
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Plus annual communication charges of \$1500		
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Mini-computer	\$50,000
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Acquisition program

If on COM fiche	4 fiche readers	\$ 900
If on-line	4 CRT terminals	\$10,000

Serials check-in program

If on COM fiche	4 fiche readers	\$ 900
If on-line	4 CRT terminals	\$10,000

Circulation program

If existing program is expanded to Science-Engineering and Agriculture-Veterinary Medicine libraries		
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2 badge readers	\$ 2,000
2 Mohawk charge terminals	\$ 8,600
4 fiche readers	\$ 680
	<u>\$11,280</u>

If a new on-line system is installed

Cost of 12 light pen charge-out
stations is unknown

9 CRT terminals	\$22,500
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Closing catalog

If closed catalog is not retrospectively converted
 and only current additions in computer
 If on COM fiche 35 fiche readers
 @ \$170 \$ 5,950
 If on-line 35 CTR terminals @ \$2500 \$ 87,500

If entire catalog converted

If on COM fiche 80 fiche readers
 @ \$170 \$ 13,600
 If on-line 80 CRT terminals @ \$2500 \$200,000

Security system

Sensor units	7 @ \$6950	\$ 48,650
Book check units	8 @ \$1500	\$ 12,000
Locking gates	9 @ \$ 565	\$ 5,085
Strips for million volumes		\$ 96,000
		<hr/> \$161,735

Information retrieval

2 TWX terminals	\$ 5,400
LEXIS \$10,000 <u>annually</u>	

Non-print department

New equipment	\$ 50,000
Refurbish present equipment	\$ 10,000

Microfilm department

2 reader-printers @ \$5000	\$ 10,000
10 microfilm/fiche readers @ \$500	\$ 5,000
10 carrels @ \$150	\$ 1,500
	<hr/> \$ 16,500

Bookstacks for storage

Storage for 100,000 volumes @ 350 volumes per double-face unit	
286 double-face units @\$100 each	
	\$ 28,600

New building

When a new building is constructed, there will be substantial equipment needs for stacks, furniture, A-V equipment, etc. Hopefully, these funds will be part of the original appropriation.

V. SPACE AND FACILITIES

This section is designed to obtain a general overview of the adequacy or inadequacy of physical facilities in relation to current and projected program requirements of the unit. For any types of need marked "inadequate" in "A," explain the inadequacy in "B." Square foot requirements should not be detailed.

A. Check the following to indicate current and projected types of facilities needs.

	<u>Currently Adequate</u>	<u>Currently Inadequate</u>	<u>Inadequate: 1985</u>
Research Space	_____	_____	_____
Storage	_____	_____	_____
Office	_____	_____	_____
Conference Room	_____	_____	_____
Location	_____	_____	_____
Maintenance	_____	_____	_____
Other	_____	_____	_____

B. For any types of needs checked "currently inadequate" or "inadequate: 1985," explain the inadequacy and what would be required to correct it. Detailed square foot requirements should not be included; however, both the quality and quantity of space required to correct inadequacies should be addressed.

The inadequacy of space for library facilities has been recognized by the University Administration for well over a decade and was officially recognized in the 1970 UTK Self-Study, performed for the ten-year accreditation review by the Southern Association of Colleges and Schools. There has been sporadic activity addressing this issue, particularly when major capital outlay funds were projected. University wide faculty committees have addressed the issue and the Library Administration continues to stress the inadequacy of existing library facilities which are having a direct relationship to deteriorating library service to the campus community. Instead of reviewing the situation, reference is made to the following documents which are on file in the office of the Vice Chancellor for Planning and Administration or in the office of the Director of the Library. This is by no means all the documentation available, but only a listing of the most recent memoranda that summarize the present situation.

June 10, 1976

Report of the outside consultant, Carl Jackson

August 24, 1976

Memorandum to Vice Chancellor Ebersole from Donald R. Hunt, Director of the Library - "Reaction to Dean W. Carl Jackson's Consulting Report."

Attached to this memo is one from George Shipman, Associate Director of Libraries for Administrative Services to Donald R. Hunt, dated August 17, 1976 - "Main Library Physical Facilities."

September 1, 1976

Letter from Vice Chancellor
Ebersole to Vice President
Johnson to be sent to State
Senator Victor Ashe in response
to Senator Ashe's inquiry
about library needs.

VI. Unit priorities and plans under a variety of funding levels

A. Assuming the absence of fiscal constraints in terms of state dollars available, describe the specific goals and aspirations of the unit for 1980 and 1985. Include at least the areas of (1) program, (2) equipment, (3) facilities, (4) research, and (5) public service. Complete the chart below and indicate the reasons for increases or decreases of staff in any category. (If the staffing level of this unit is dependent upon enrollment, assume that the undergraduate segment of the UTK student body will be essentially the same size as it currently is, with essentially the same campus-wide distribution by level. Assume also that the graduate segment of the student body will continue to increase through 1985.)

Rank	FTE Fall, 1976			FTE Fall, 1980			FTE Fall, 1985		
	Funded from outside sources	Funded by UTK	TOTAL	Funded from outside sources	Funded by UTK	TOTAL	Funded from outside sources	Funded by UTK	TOTAL
Faculty		51			10			10	20
Research Faculty									
Professional Staff									
GA									
GRA									
Supporting		141			10			6	16
Other (Explain)		1*							

*Business Manager

B. Describe the specific steps, by year if possible, which might be taken to achieve the goals projected in "A" for 1980 and 1985. Each of the areas included in "A" should be addressed in this program for implementation.

Reference should be made to Section I-E where areas of emphasis and new programs are outlined.

It should be stressed that several of the new programs depend on availability of space in a new building.

AUTOMATION

OCLC bibliographic network -

1977	1980	1985
Have four CRT terminals	Will need four more for total of 8	Will need four more for total of 12

These terminals will be added throughout this date span as needed.

Some will be "read only" terminals, while other will be input terminals as the type we currently have. Present terminals were purchased at \$3,800 each.

Charges from the OCLC data bank are determined by the number of "first time use" hits, irrespectively if these hits are made from a single terminal or a bank of four or eight. Each terminal has monthly communications and connect charges around \$150 each. Around eighty five percent of last years acquisitions of 35,000 titles were cataloged on the OCLC system for charges of about \$50,000. Additional terminals would be needed to prevent queuing of staff cataloging material and "read only"

terminals will be needed for reference, acquisitions, and interlibrary loan. The use of these would generate a charge of around three cents a search.

Automation of acquisitions; serials check-in record; circulation;
and the card catalog.

It is planned to have a mini-computer in the library to handle these acquisition activities. When the card catalog is closed it may be necessary to use one of the large university computers for the large storage capacity that will be necessary to handle the bibliographic records of a million and half volumes.

With the amount of automation activity proposed it will be necessary for the library to have its own programmer, in addition to the Systems Analyst currently on the staff.

One mini-computer - \$50,000

one programmer - \$15,000

Acquisitions:

1977 - Without the mini-computer an estimate for one year operational costs:

Computer processing.	\$13,000
ANB microfiche	2,000
punch card stock	200
lease differential on	
added 129 keypunch	1,560
	<u>\$16,760</u>

Equipment costs

Punch card filing	
cabinets	\$ 3,000
4 microfiche readers	900
sound shields	230
	<hr/>
	\$ 4,130

Additional manpower

Keypuncher	\$ 6,000
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Of the areas of automation in which expansion is planned, this is the only one that has had a cost analysis. A decision will soon be made as to when this program will be initiated.

1980 It is planned to place the Acquisition system on-line and abandon the unit card batch process. This will involve more programming and the use of a mini-computer as well as CRT terminals instead of microfiche readers.

Four CRT terminals - \$20,000

1985 Further refinement of the system which would involve continual programming.

Serial check-in record:

1977 Current manual system.

1978 -

1980 Begin inputting off-line 20,000 records on current check-in

file. A considerable amount of editing is required before records can be keypunched. Estimated staff costs:

3 clerical positions - grade 7	$3 \times \$7,000 = \$21,000$
1 professional supervisor	<u>12,000</u>
	$\$33,000$

for six months = \$16,500

Other costs are difficult to obtain due to the rapid changes in computer techniques. Input into the system could be by punch cards, mag tapes, machine readable copy, etc. Another consideration is that OCLC is developing a serial check-in package and it may be possible to adopt this and save programming costs. Thus, the library may start in one direction in converting the serial check-in file and then go off on a tangent as changing technology dictates. It is possible that the above staff costs could be reduced substantially if the serial holdings can be added to already existing data bases and not newly created.

1985 It is hoped to have the serial check-in program on-line either on a mini-computer or through networking, and have the records in the OCLC data base as the monographic records are now.

If the system produces a COM fiche product, at least four microfiche readers would be necessary. $4 \times \$170 = \680

If the system is on-line, the fiche readers would be released by CRT terminals. $4 \times \$2,500 = \$10,000$

Circulation:

1977 Book collections in Main Library, 800,000 vols. and collections in the Undergraduate Library, 160,000, are equipped with punch cards to circulate on present Mohawk charging equipment. In addition, cards have been punched for the collection in the Science - Engineering library but they have not been placed in the books, nor have check out terminals been purchased.

Start up one time costs

Site preparation	\$ 400
Equipment shipping	200
Added badge punch	1,000
Two fiche readers	340
UTCC Bookcard punch	200
	<hr/>
	\$ 2,140

Added annual costs

ANB microfiche	\$ 1,400
Computer processing	6,000
Mohawk equipment	4,300
Phone line	85
Bookcard master file maintenance	150
	<hr/>
	\$11,935

Book card stuffing

Cards produced before 1975 need to be placed in books. 115,000 books. Estimated stuffing time plus problem solving = 198 man days.
 $2.50 \times 198 = \$495.$

1978-79 Intend to automate circulation system in Science-Engineering Library and expand to the Ag Vet-Med Library. Estimated costs are higher, even though the collection is smaller as no cards have been prepared.

Ag Vet-Med \$20,000

1977-79 Investigation is to be made for an alternative circulation system which would use machine readable labels with a scanning light pen and would use more modern equipment. If such a system appears feasible, the present circulation system would not be expanded and a new system phased into the library operations.

Costs are not known at this time, but the new system would depend upon the availability of a mini-computer in the library. A breakdown of cost elements would be:

Generation of machine readable labels for a million and half volumes

IBM punched cards now exist for around a million of these volumes and a program could perhaps be written to automatically generate these labels.

Manhours to attach labels to books.

New equipment for check out stations. Would need at least 12 units. Need a minimum of 9 CRT terminals.

1980-85 A new circulation system should be on-line with the mini-computer so that the status of a title could be immediately determined. The circulation system should be so designed that it will synchronize with an on-line card catalog so it would be possible not only to ascertain if the UTK libraries have a particular title, but is it on the shelf and available for circulation.

Closing the card catalog:

1980 Close card catalog and begin placing additions into the computer, as we presently do on the OCLC terminals, and from the tape created produce COM fiche for the patron to use. The fiche would be updated quarterly into one continuous alphabet and an accession list for the intervening period would be consulted before the next fiche update. Several of the universities in the state of Florida recently closed their catalogs and conversion costs were obtained from SOLINET headquarters in Atlanta.

Yearly charge for placing additions on fiche which includes a quarterly update, necessary fiche readers, a hundred copies of the fiche catalog, staff time, computer time, and maintenance and editorial work, equaled 31.6 cents per title. A variation could occur depending on the one time equipment costs if more fiche readers were required.

Titles added annually at UTK are currently running between 35 and 40,000 and using 37,500 as an average

$$37,500 \times 31.6 = \$11,850$$

Approximately 700 titles, including author, subject and title entries, can be placed on one fiche, so the year's additions would equal about 54 fiche a year. At the end of two years, 75,000 titles \times 31.6 = \$23,700 on 108 fiche ... etc.

There would be several decisions to make as the fiche file grew. It might be desirable to place parts of the film catalog on micro-film and use fiche for updates during the current year only. It is believed in the profession that the fiche catalog is merely an interim step before going on-line and accessing the catalog through a CRT terminal. The costs in this area keep coming down because of shared data bases as OCLC and the rapidly changing technology.

1981-85 During this period a retrospective conversion of the physical card catalog that is closed would be accomplished. This would be a time consuming project and it would be preferable to employ a separate staff to perform this task and acquire additional CRT terminals dedicated to this project. Depending on the number of staff on the project, it could take from one to three years to accomplish. The statistics from the Florida retrospective conversion project indicate a cost of 80 cents per title which again includes computer and terminal costs, staff, other equipment, etc.

By 1980, when it is proposed to close the catalog, there will be approximately 800,000 titles (not volumes) in the UTK library system

$$800,000 \times 80 \text{ cents} = \$640,000$$

It should again be cautioned that by the time it is decided to do retrospective conversion, alternative methods may be available that will cut costs. This retrospective catalog of 800,000 titles would be held on around 1,100 fiche which could be duplicated for under \$200 and widely distributed. However, as a source for the students and faculty to use on a day to day basis, it would have its drawbacks, and an on-line system is the only practical approach.

Security system:

1980 At the end of 1976 the library system contained 1,300,000 volumes and by June 1980 it would be over a million and a half if the additions continue at around 60,000 volumes per year. The Law Library collection of around 100,000 volumes is already stripped for automatic detection and it needs to be determined if the entire collection should be stripped, every third book, or any other set percentage. The physical configuration of some of the libraries in the system or the heavy use of some collections will determine partial or complete stripping.

If the assumption is made that a million volumes will be stripped--

Strip cost \$.096 or \$96,000

Cost of inserting strips in the collection:

Analyses of similar installations indicate that an individual is able to strip about 3 books per minute - 160 per hour. Thus a million books would take about 6250 man hours. 6250 hours at student or clerical wage of \$2.50 per hour = \$15,625

Equipment and installation costs:

Science/Engineering -

Sensing units - 2	\$13,900
Book check units - 2	3,000
Locking exit gates - 2	1,130
Locking entrance gates - 2	1,130
Installation	<u>1,000</u>
	<u>20,160</u>

Agriculture/Veterinary Medicine

Sensing units - 1	\$ 6,950
Book check units - 2	1,500
Locking gate - 1	565
Installation	<u>500</u>

9,515

Undergraduate Library

Sensing units - 2	\$13,900
Book check units - 3	4,500
Locking exit gates - 2	1,130
Installation	1,000
	<hr/>
	\$20,530

Main Library

Sensing units - 2	\$13,900
Book check units - 2	3,000
Locking exit gates - 2	1,130
Installation	1,000
	<hr/>
	\$19,030

Total equipment costs	\$69,235
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Summary of security system costs

Strips	\$96,000
Labor to install strips	15,625
Equipment & installation	<hr/> <u>69,235</u>
Total	\$180,860

Information retrieval:

1978 Expansion of this service entails a more active public relations program with the faculty and graduate students on the advantage of this service. The service is now in the Main Library but has maintained a low profile for lack of funds to adequately subsidize the costs of the searches and lack of trained personnel familiar with developing search profiles for conducting literature searches on the data bases.

1980 Need one full time professional librarian to coordinate this service and train the reference librarians to conduct the searches. Individual would work with various campus departments so that faculty and graduate students could take advantage of this service. Search charges would be on a cost shared basis with patron. Service should be expanded to include a terminal in the Science/Engineering Library and the Agriculture/Veterinary Medicine Library.

New position - \$12,000

2 additional terminals at \$2,700 ea. = \$5,400

Budget for subsidies for data searched - \$15,000

An additional information retrieval system is required for the Law Library. This is the LEXIS system and is specialized for legal research. Terminal for LEXIS is leased at around \$10,000 a year and unlimited searches may be conducted on it.

Non-print services:

1980-85 Expansion of the area depends on obtaining additional space.

1985 More listening stations need to be provided which necessitates additional equipment in the centralized distribution station as well as in the listening stations. During the next decade the non-print service should be doubled in size to meet the increasing demand. A rough estimate is that this would require

around \$50,000 in new equipment as well as another \$10,000 to refurbish existing equipment. Additional staff needed for this expansion would be another professional librarian by 1985, a support staff member in 1978, a second in 1980 and a third in 1985.

The acquisition budget for Non-Print Services should be augmented by \$10,000 in 1978, by an additional \$20,000 in 1980.

Microfilm collection:

The microfilm services in the Main Library must be expanded, as this is fast-growing area of the collection. Space is again a severe limiting factor.

1980 New professional position in charge. Currently administered by support staff position. \$12,000

One additional support staff,
Grade 5

Equipment: Two reader-printers @ \$5,000 ea. = \$ 10,000
Ten additional film/fiche readers
@ \$500 ea. = 5,000
Ten additional carrels for readers
@ \$150 ea. = 1,500

There is no space for this expansion unless a new building is obtained.

Map Collection:

There is need to develop a map collection in the library and bring together the various map collections on campus and using these as a nucleus develop a strong collection.

1985

This development should begin soon, but lack of space must delay it until a new building is available. A new professional position will be needed. It is impossible to indicate what the equipment costs would be at this stage since it is unknown as to the number of maps that could be brought together before an active purchasing program was initiated.

Curriculum materials:

— Closer attention needs to be given to curriculum materials, and there will probably be need to establish a professional librarian in charge. Space again delays this action.

Government documents collection:

Many of the government documents are presently cataloged as regular monographs and are located in the stacks. Other documents are not cataloged and are in vertical files and on bookshelves in the Main Reference Room. Government documents contain a wealth of information and it requires a particular expertise to serve the public in this area. Consideration will be given to the creation of a centralized documents collection which would require a new professional position and a new clerical one to initiate the program. Lack of space dictates that this program be delayed until a new building is available.

Collection evaluation and development:

1980-85 As discussed in Section I-E above considerable emphasis needs to be given to this area in the next decade. Librarians and faculty have worked for years to do this, but a more concentrated effort needs to be made. A core of subject specialist librarians needs to be more fully developed. This requires several additional faculty positions as the faculty are finding it difficult to keep up with their normally assigned responsibilities. These new positions are shown in the new faculty chart below.

Development librarian:

1980-85 The library administration is interested in creating a library office charged with seeking out private sources of funds for collection development. This office could expand the role of library development so ably begun by Dr. John C. Hodges from 1959 through 1967.

New staff positions:

1977-
1980-
1985 Many of the new programs and increased emphasis on existing ones require additional faculty and support staff positions, and they are presented in the chart below. Several of these positions are needed this fiscal year. The priorities of these positions will no doubt be altered several times in the next decade. New administrative units may be created and others listed below either disappear or are not established.

New positions required 1978-1985

<u>Faculty positions</u>	1980	1985
Programmer	1	
Reference librarians & collection development		
Agriculture/Vet. Med.	1	1
Law	1	1
Main reference	2	2
Science/Engineering	1	1
Special Collections	1 archivist	1 librarian
Information retrieval	1	
Microfilm collection	1	
Non-print		1
Map collection		1
Curriculum library		1
Documents collection		1
Development librarian	1	
Total	10	10 . . 20 faculty

<u>Support staff positions</u>	1978	1980	1985
Agriculture/Vet. Med.	1		1
Curriculum library			1
Documents collection			1
Law		1	
Main reference	1		
Map collection			1
Microfilm collection		1	
Music Library		1	
Non-print	1	1	1
Science/Engineering	1		1
Special Collections	1	1	1
	5	5	6
			16 staff

C. Assuming that the present budgeted total amounts of state money for this unit will continue through 1985 with an annual increase for staffing, operations, and equipment only sufficient to offset inflation (plus an annual additional 5 percent) modify the departmental plan for reaching its goals (pp. 37-39) and/or the goals themselves (as described on pp. 34-36.). Include in this modified plan the same areas discussed in "A," i.e., at least (1) program, (2) equipment, (3) facilities, (4) research, and (5) public service. Indicate by preparing the chart below the effect the modified plan will have on staffing needs, under the same enrollment assumptions predicated in "A."

If no modifications to the goals, or the plan (proposed in "A" and "B," respectively) will be required by this level of funding, explain the sources of support anticipated for the programs of the unit.

D. Assuming that the present budgeted total dollar amounts of state money for this unit will continue through 1985 with an annual increase for staffing, operations, and equipment only sufficient to offset inflation, modify the departmental plan for reaching its goals (pp. 37-39) and/or the goals themselves (as discussed on pp. 34-36). Include in this modified plan the same areas discussed in "A," i.e., at least (1) program, (2) equipment, (3) facilities, (4) research, and (5) public service. Indicate by preparing the chart below the effect this modified plan will have on staffing needs, under the same enrollment assumptions predicated in "A."

If no modifications to the goals or the plan (proposed in "A" and "B," respectively) will be required by this level of funding, explain the sources of support anticipated for the programs of the unit.

If the general funding pattern remains fairly stable, many of the programs would have to be altered or not initiated.

Certainly automation activity would not develop to any on-line functions, and it is doubtful if some of the intended programs, such as the Serial Check-in Record would be able to develop even to a batch-unit card system. It would perhaps be possible to expand the present automated circulation system to other libraries, but doubtful if a more sophisticated program could be established. An off-line acquisition system would still be possible, but closing the card catalog would be impossible with the funding required for the present state of the art.

The Security System could be expanded slowly to critical areas and hopefully phased into the entire collection over the next decade. A crash project would be less expensive both from the aspect of installation and the fact that the sooner a better control over the theft problem is obtained, fewer dollars need to be spent on replacements.

Collection evaluation and development is a critical area and must be given a high priority even at the expense of postponing the initiation of new programs or the expansion of existing ones.

Several of the new programs depend on obtaining a new building and they can be started at little cost.

